



# **Reflections on Paradise, Volume II: An Analysis of Comments of Military Families Residing On Base, Hawaii 1993**

**Susan N. L. Hollingsworth**

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**Reflections On Paradise, Volume II:  
An Analysis of Comments of Military Families  
Residing On Base, Hawaii 1993**

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13. ABSTRACT (Maximum 200 words) The <i>Survey of Military Families Residing On Base, Hawaii 1993</i> is a survey designed to gain feedback from military personnel regarding the services provided by the Housing Office, and their experiences in obtaining and living in on-base housing in Hawaii. At the end of the survey respondents were given the opportunity to make comments about on-base housing, the performance of the housing office, or suggestions for improvement. This report analyzes those open-ended comments.				
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## **Foreword**

In 1993, Project HOME conducted parallel surveys of military families residing on and off base in Hawaii. The information was collected to assess customer satisfaction with services provided by the housing offices, satisfaction with military housing, experiences in connection with obtaining government quarters, obtaining housing on the local economy, and general problems faced by personnel assigned to duty in Hawaii. This research was sponsored by the Commander, Oahu Consolidated Family Housing (Provisional), under reimbursable Work Unit 93WREE502.

At the end of the survey, respondents were given the opportunity to write comments about the material covered in the survey. This report consists of an analysis of the open-ended comments by residents living on-base. The author thanks Margaret Gordon-Espe, Ren'ee Rothlein, and Sue Ryan for their assistance in data entry and identification.

Any questions regarding this report should be directed to Herbert George Baker, Organizational Assessment and Development Division (619) 553-7639 or DSN 553-7639.

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# Summary

## Background

The *Survey of Military Families Residing On Base, Hawaii 1993* was designed to gain feedback from military personnel regarding the services provided by the housing office, and their experiences in connection with obtaining and living in on-base housing in Hawaii.

Hawaii is considered a high cost duty area for service members. Housing costs and availability continue to be major drawbacks to an assignment in Hawaii. Not only are there problems with racial discrimination and isolation from the mainland, but housing is scarce and expensive. Some personnel choose to live off base in spite of the higher expense. Most personnel would prefer to live on base, especially the lower ranks; however, some are forced to live on the economy due to their ineligibility for or the shortage of government quarters.

## Purpose

To manage the island-wide consolidated housing, the Commander, Oahu Consolidated Family Housing (Provisional)(OCFH(P)) has requested information which will identify the strengths and weaknesses of ongoing programs, the appropriateness of current policies and procedures, and the level of satisfaction among the customers of the command. Previous surveys (1985 and 1987) have been conducted to gather such information; however, new surveys are needed to assess progress. The purpose of the present study was to gather information relative to:

1. Satisfaction with services provided by relevant government agencies.
2. Experiences in connection with obtaining government quarters.
3. Satisfaction with government quarters.
4. Experiences in connection with duty in Hawaii.

At the end of the survey, respondents were given the opportunity to make comments about government quarters, the performance of the housing office, or suggestions for improvement. This report summarizes the analysis of those open-ended comments. Studies have shown that open-ended questions measure the important concerns of respondents (Geer, 1991)<sup>1</sup> and may be a better indicator of sources of discontent than closed-ended questionnaires (McNeely, 1990)<sup>2</sup>. When individuals are given the opportunity to submit written comments, they tend to voice their concerns and criticisms rather than their joys and satisfaction; thus a negative picture is painted. For a more balanced picture, the reader should take the information contained in this report in conjunction with the quantitative information contained in the management report (Baker & Le, 1994)<sup>3</sup>.

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<sup>1</sup> Geer, J.G. (1991). Do open-ended questions measure "salient" issues? *Public Opinion Quarterly*, 55(3), 360-370.

<sup>2</sup> McNeely, R. L. (1990). Do respondents who pen comments onto mail surveys differ from other respondents? A research note on the human services job satisfaction literature, *Journal of Sociology and Social Welfare*, 17(4), 127-137.

<sup>3</sup> Baker, H. G., & Le, S. K., (1994) *Survey of Military Families Residing On Base* (NPRDC-TR-94-12). San Diego, CA: Navy Personnel Research and Development Center.

## Method

Of the 19,168 questionnaires mailed out, 207 were returned as undeliverable: 6,915 were completed; and 6,613 were used in the analyses. The effective response rate was 34.9%. Of the 6,613 used in the analyses, approximately half contained a comment. Of the surveys containing comments, a representative sample was selected for each housing area based on the number of responses received from that housing area. A total of 255 comments served as the basis for this analysis. It must be noted that the total frequencies may exceed the total number of respondents (255) because individuals sometimes addressed more than one topic in their comments.

## Findings

1. Comments concerning the Housing Office were primarily negative. Many personnel expressed dissatisfaction with the Housing Office's policies and practices, its treatment of patrons, and its repair and maintenance policies.

2. When discussing on-base housing, personnel addressed a variety of issues such as condition and maintenance of the houses, the yard and fence regulations, pest control, security and safety, pets, contractors, self-help stores, and other miscellaneous problems.

3. For the most part, child care facilities and programs were seen in a negative light. Personnel felt the number of programs being offered, as well as the available playground facilities and adult supervision was inadequate.

4. Many personnel believed TLA was a beneficial program, but its administration needed to be improved.

5. Although the suggestions comments to improve on-base housing were diverse, they focused on maintenance issues. Many personnel felt military housing maintenance had not been given adequate attention to ensure a satisfactory standard of living.

6. On the whole, the survey itself received positive comments and was thought to be a worthwhile effort. There were some personnel, however, who thought it was too long and wouldn't make any difference.

7. Less than half of the respondents reported satisfaction with on-base housing in Hawaii in the comments section. Personnel reporting satisfaction were, for the most part, happy with their quarters and satisfied with OCFH (P) services.

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# Introduction

## Background

The *Survey of Military Families Residing On Base, Hawaii 1993* was designed to gain feedback from Navy personnel regarding the services provided by the housing office, and their experiences in connection with obtaining and living in on-base housing in Hawaii.

Hawaii is considered a high cost duty area for service members. Housing costs and availability continue to be major drawbacks to an assignment in Hawaii. Not only are there problems with racial discrimination and isolation from the mainland, but housing is scarce and expensive. Some personnel choose to live off base in spite of the higher expense. Most personnel would prefer to live on base, especially the lower ranks. However, some are forced to live on the economy due to their ineligibility for or the shortage of government quarters.

## Purpose

To manage the island-wide consolidated housing, the Commander, Oahu Consolidated Family Housing (Provisional) (OCFH(P)) has requested information which will identify the strengths and weaknesses of ongoing programs, the appropriateness of current policies and procedures, and the level of satisfaction among the customers of the command. Previous surveys (1985 and 1987) have been conducted to gather such information; however, new surveys are needed to assess progress. The purpose of the present study was to gather information relative to:

1. Satisfaction with services provided by relevant government agencies.
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At the end of the survey, respondents were given the opportunity to make comments about government quarters, the performance of the housing office or suggestions for improvement. This report summarizes the analysis of those open-ended comments. Studies have shown that open-ended questions measure the important concerns of respondents (Geer, 1991)<sup>1</sup> and may be a better indicator of sources of discontent than closed-ended questionnaires (McNeely, 1990)<sup>2</sup>. When individuals are given the opportunity to submit written comments, they tend to voice their concerns and criticisms rather than their joys and satisfaction; thus a negative picture is painted. For a more balanced picture, the reader should take the information contained in this report in conjunction with the quantitative information contained in the management report (Baker & Le, 1994)<sup>3</sup>.

## Approach

### Sampling and Coding of Comments

The surveys were mailed to the addresses of service members residing in government housing that was provided by OCFH(P). Each addressee received a survey questionnaire, a cover letter

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<sup>1</sup> Geer, J.G. (1991). Do open-ended questions measure "salient" issues? *Public Opinion Quarterly*, 55(3), 360-370.

<sup>2</sup> McNeely, R. L. (1990). Do respondents who pen comments onto mail surveys differ from other respondents? A research note on the human services job satisfaction literature, *Journal of Sociology and Social Welfare*, 17(4), 127-137.

<sup>3</sup> Baker, H. G., & Le, S. K., (1994) *Survey of Military Families Residing On Base* (NPRDC-TR-94-12). San Diego, CA: Navy Personnel Research and Development Center.

(signed by the Deputy Commanding General, U.S. Army Pacific), and a postpaid reply envelope (addressed to NAVPERSRANDCEN.) Mailing was done in July 1993, to 19,168 military families. A follow-up card was mailed to each addressee in August 1993.

Of the 19,168 questionnaires mailed out, 207 were returned as undeliverable: 6,915 were completed; and 6,613 were used in the analyses. The effective response rate was 34.9%. Of the 6,613 used in the analyses, approximately half contained a comment. Of the surveys containing comments, a representative sample was selected for each housing area based on the number of responses received from that housing area. A total of 255 comments served as the basis for this analysis. It must be noted that the total frequencies may exceed the total number of respondents (255) because individuals sometimes addressed more than one topic in their comments.

Questionnaires received by 15 October 1,993 were included in the database. All questionnaires were serialized and scanned into a database for subsequent analysis using the Statistical Package for the Social Sciences. Questionnaires were retained for a later analysis of the comments.

### **Organization of Report**

An outline embracing the content of the comments was developed to aid in the analysis of the comments. This report consists of three parts. Part one, contains a listing of the content categories, their frequencies, and their percentages (Table 1). Part two, contains an overview and a sample of the comments received in each topic area: the housing office, on-base housing, dependant provisions, financial matters, suggestions for improvement, the survey itself, and those personnel expressing satisfaction with their circumstances. The third part contains all 452 comments, verbatim, and can be found in Appendices A through G. Each of the appendices is preceded by a table showing the frequency of responses tabulated according to housing categories and a table showing the responses tabulated according to housing area. Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, whether it is their first assignment in Hawaii, and in which housing area they reside. Appendix H contains a definition of the acronyms found in the report. A copy of the survey is contained in Appendix I.

**Table 1**  
**Categories, Frequencies, and Percentages of Comments**

<b>Category</b>	<b>Frequency</b>	<b>Frequency Total</b>	<b>(% of Total)</b>
<b>Housing Office</b>			
Policies and Practices	26		
Treatment of Patrons	23		
Maintenance and Repair	22		
		71	(16)
<b>On-Base Housing</b>			
Condition/Maintenance	64		
Yard/Fence	13		
Pest Control	15		
Security/Safety	33		
Pets	13		
Contractors	21		
Self-Help Store	19		
Comparisons	6		
Miscellaneous Problems	79		
		263	(58)
<b>Child Care</b>			
Programs and Supervision	14		
Playgrounds	4		
		18	(4)
<b>Temporary Lodging Allowance</b>		8	(2)
<b>Suggestions</b>		39	(9)
<b>Survey</b>			
Positive Comments	6		
Negative Comments	17		
		23	(5)
<b>Satisfied</b>		30	(7)
<b>Overall Total</b>		452	(100)

Note. Percentages may not total 100 due to rounding error.



## Results

### Housing Office

**Overview:** Comments about the housing office were concerned with the policies and practices of the housing office, the treatment of patrons by the housing office staff, and how the housing office dealt with maintenance and repair issues. Some personnel did not agree with or couldn't understand the logic behind certain housing rules and regulations. The housing office staff were perceived as rude, not knowledgeable, and not very helpful. Personnel felt that maintenance and repairs did not receive proper attention, and that the housing office was not responsive to the needs of personnel. Many work orders were either denied or not done.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, whether it is their first assignment in Hawaii, and in which housing area they reside.

### Policies and Practices

- *Waiting lists are fair, but housing should be available on a case-by-case basis (common sense and convenience to all) instead of a long and paper filled process. If quality of living is an issue, then housing should have weight and some control over external forces (i.e., loud music from nearby base or streets or functions). Living near work is convenient, but we shouldn't have to put up with loud music night after night until 0200. And when we complained to housing, they said that "they couldn't do anything about it." They should be able to work with the base club to solve the problem.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Hale Moku)

- *I have lived in the same unit for nearly six years. Since arriving to Hawaii, myself and my wife have added two children and a house full of items. At the end of my first tour here, I asked about moving into a larger unit. I was told that housing didn't allow that and I could put in a suggestion concerning my desires. My family has outgrown the 2 bedroom unit we live in. I also feel that I should of at best gotten some maintenance done at the end of my first tour. We don't even have a bathtub in this unit. I feel this is inadequate and the service member should be compensated for it. No maintenance has been done on this unit since Mar of 1988!*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Moanalua Terrace)

- *Housing does not give enough time to really check around for good quarters or civilian housing due to your work load at your job. Housing threatens your TLA will be stopped. They don't care because they live here.*

(Navy, E-6, Other, Female, first assignment, NCTAMSEASTPAC)

### Treatment of Patrons

- *The units at Halawa need to be painted soon, or the Navy will have a lot of dry rot to deal with. I like this housing. Very pleased, but I have no faith in the housing office or its staff.*

*They are rude, don't speak English very well and are racially prejudiced, explain to me how a 2nd class married to another race can get into housing 6 months faster than a 2nd married to a haole.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Halawa)*

- This has been one of the worst housing offices I have ever seen. Counselors are NOT helpful and NOT knowledgeable. I was told upon arrival that I would have to wait "7-8 months—go find a place off post." Thirty-five days later, I found I was put on the wrong list. They offered me quarters that afternoon. The Schofield housing office is a zoo. Waiting times were terrible! The civilian employees moved at a snail's pace, and overall had a "who cares" attitude. My bathroom and kitchen in my quarters are nasty. We have been trying for a year to get the tubs "legalized." (They keep misplacing the work order.) I have addressed my complaints through my chain of command, but I think the "system" needs some work. Someone needs to straighten out the Schofield housing office, starting with management on down.*

*(Air Force, E-5, Wheeler Army Air Force Base, Male, first assignment, Schofield Barracks)*

### **Maintenance and Repair**

- OCFHO has failed miserably at properly programming maintenance dollars aimed at properly repairing and maintaining housing units. The housing on Ohia is appalling. OCFHO should be ashamed to have people view the housing areas in their current conditions. The approach to Pearl City Peninsula is like driving into a commercial/industrial area. Absolutely no effort has been made to enhance the appearance of the access road. Don't hide behind the typical screen that we don't have enough money. You don't have enough money because OCFHO has failed, for years to program appropriate repair projects. If the Army is going to sponsor OCFHO, then it needs to ensure proper repair programming. The CO of OCFHO needs to forget about the day-to-day in-basket drill and focus on a long range maintenance program that will make a difference. You have failed to maintain an acceptable quality of life for the military member. It's not too late to change the current trend.*

*(Navy, O-5, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)*

- Our experience with housing left us feeling as if no one really knew what was going on. Our new house was an absolute pig pen yet the inspector saw it and did authorize it for occupancy. The contractors painted over everything including animal waste. The inspector did not care how bad the work was, he refused to extend our TLA and still two years later the repairs haven't been completed, i.e., repairs to the ceilings, cabinets, etc. . . . yet when we move they will give us a major run around. Children are allowed to run crazy in our neighborhood they climb in and out of trees in our yard. They ride their bikes across our grass and kick at the animals. I'm not so sure there's anything housing can do about that problem. I'm afraid it's up to the parents and they just don't care. Radford Terrace is long over due for renovations.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Radford Terrace)*

## On-Base Housing

**Overview:** Personnel expressed concern about the condition and maintenance of their residence when commenting on on-base housing in Hawaii. Many different aspects were addressed including yards and fences, pest control, security and safety, pets, contractors, the self-help stores, comparisons among services, and other miscellaneous problems. Personnel felt that there had not been adequate interior or exterior maintenance and that living conditions in on-base housing were substandard. Although on-base housing was viewed unfavorably by many personnel, it was still preferred over off-base housing due to the security and social problems encountered in off-base housing.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, whether it is their first assignment in Hawaii, and in which housing area they reside.

### Condition and Maintenance

- *Overall, I am pleased with my housing and associated services. I am most displeased with premove in exterior painting and repair. The dry-rot and termite damage on the rear of my house is extensive. Exterior painting, especially in areas exposed to sun for most of the day, should be completed at least when appearance demands, one area is so bad I had the housing inspector take pictures to show the damage and still no repairs and no painting was authorized. I acquired paint from Self-help and paid for scrapers and wood putty out of my pocket only to find the dry rot and termite damage so deep and widespread I couldn't fill it all in. No house should be neglected like this.*

(Navy, O-5, other, Male, not first assignment, Ford Island)

- *Rain gutters in my unit had been badly worn. I asked the PWC about this and I was told it's a "do it yourself" job. I don't have tools, materials and capability to do this. I'm not a carpenter! As a result, rain water drips into the cemented front of my windows, water accumulates outside and slowly goes through the wall and floods my rooms. Repairs were never done. My unit is a three bedroom, but had only one bathroom, no bath tub. Overall, Moanalua Terrace Housing units really needs upgrading, building inspectors should come and check the material condition of the housing units.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)

- *I've never heard of the housing hotline. Your letter said I would be heard and I hope that's true. People on welfare have nicer housing. I live in a dump—substandard housing—no air conditioning, portable dishwasher which blocks my access and works poorly, a half-size bath tub, tile floors which look dirty no matter how much I clean them. I mean, this place is BAD, I have no vent for my dryer. I called housing to see about getting a hole cut into the lanai wall for a dryer hose, but they never called me back. There are lots of bugs because of all the cracks. I have field mice because of this, too. No garage, no carport, no storage area. My kid's toys disappear because we have no place to put them. I love Hawaii, but I HATE Coral Rose housing.*

(Navy, E-6, Barbers Point, Male, first assignment, Barbers Point)

- *I live in Ft. Shafter Flats and the housing on the outside is an embarrassment! I've lived here three years and have been promised siding on the house and to no avail. We haven't had anything done yet. I would like to know what the problem is about the outside of our houses. I really enjoy living in the Flats, I have excellent neighbors and friends down here. My house inside is very presentable but my outside is disgusting! I don't think it's fair that on Ft. Shafter the housing all over post (even up at McComb) have siding and paint on their houses and we don't. Is it because we're back away from everyone that it shouldn't matter? We have had a dishwasher, a lanai, carpet on the stairs (that was laid sloppily) installed, all fine and well. But I would have preferred my outside of my home done before anything of the other things were installed. The treatment that we the residents of Ft. Shafter Flats gets is truly "UNFAIR!" It's like we're being punished.*

(Army, E-6, other, Male, first assignment, Fort Shafter)

### **Yard and Fence**

- *Need to fix fence in playground at Hale Moku Housing. A child almost fell into traffic by climbing under rip in fencing. Need to purchase more link fence for housing areas and be less stringent on fencing rules, just as long as appearance is satisfactory. Install more fire alarms in neighborhood and smoke detectors in housing.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Hale Moku)

- *The sidewalks in the community areas of Heleman are not kept cut and it is hard to walk across the weeds. Also housing regulations that say the yards will be kept mowed should include the backyard. Some houses have weeds as tall as their fences. Living in government housing is a privilege. Let's enforce the rules so occupants realize what a privilege it is. Gutters in the new areas of Heleman are a hazard. Children can get into these drains. A cross bar on these drains would stop balls and toys from going down and discourage (prevent) children from entering these. Let's do something before a child gets hurt or killed.*

(Army, E-7, Schofield Barracks, Male, first assignment, Heleman)

### **Pest Control**

- *Better termite control and treatment necessary. When termite problems are found, they should be corrected promptly and not over 6+ months time. Our house still has termite damage but I have grown tired of complaining and missing work over it. I cannot wait until we (my family and self) depart this military housing area. The misuses outweigh the positives.*

(Marine Corps, E-8, Camp Smith, Male, first assignment, Manana)

- *Comments concerning housing units: Pest control is extremely poor in our unit. Pesticides have failed to rid us of pests (centipedes, scorpions, ants, roaches, "termites"). The housing units we live in are past the scheduled home repair/remodeling point. We feel the units should be condemned for remodeling "ASAP"!! The assistance we have received from housing is beyond absolute ignored. It has taken an act of Congress to accomplish anything.*

*Civilian housing should be available to military service members and their dependents regardless of cost. Civilian cost makes it impossible for members with children to consider civilian housing.*

(Navy, E-5, Barbers Point, Male, first assignment, Barbers Point)

- *Biggest problem that we're having is too many roaches. We moved in one week short of one year of a family that was moving out. We were told no roach spraying or no wall painting or filling of picture holes. VERY UNSAT. Now we're facing with a roach problem and we were told they (housing) won't do anything because the previous family didn't occupy the unit for at least a year. We need to change that policy, if there is one.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Aliamanu)

- *Because we had so many problems with bugs, we hired Terminex to spray monthly, which is just an added expense for us. The living quarters in these tropical areas should be automatically sprayed for ants, roaches, etc. on a regular routine schedule.*

(Marine Corps, E-8, Kaneohe Bay, Male, first assignment, Kaneohe)

### **Security and Safety Issues**

- *Security patrols should be made more frequently and not simply driving down the main road. How about foot patrols or bicycle patrols, saves gas, maintenance (tax payer's dollars) and is good exercise as well as a considerably more thorough patrol.*

(Navy, E-5, other, Male, first assignment, Camp Stover)

- *SECURITY! SECURITY! SECURITY! Our units are so easy to break into. Please figure out a way to lock the windows! The housing staff is super.*

(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Halsey Terrace)

- *Definitely need more security. Only time there was concern for safety was last year during the rapes. More outside lighting would be very helpful. Need more patrols in traffic enforcement.*

(Navy, E-7, Naval Base Pearl Harbor, Female, first assignment, Hokulani)

- *Concerning the question of Security, why are the outside doors in Moanalua Terrace on backwards so that the hinges are on the outside? All someone has to do is pop out the hinge pin and the door can be pulled out, locked or not. Doesn't seem very secure to me.*

(Navy, E-6, Barbers Point, Male, first assignment, Moanalua Terrace)

### **Pets**

- *I also have two dogs, one in house and one in fenced back yard. Second problem, unattended pets (mostly cats). They're everywhere. Enforce 2 pets per house and leash law for cats?*

(Navy, E-9, Naval Base Pearl Harbor, Male, not first assignment, Catlin Park)

- *Some of our neighbors own dogs, and the owners just leave theirs in their yards and let them (dogs) bark all day long. Sometimes until late into the evenings. I think something should be done about the dogs barking constantly.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Radford Terrace)

- *Pet owners should not be allowed to let pets run loose. I am tired of cleaning up my yard and lanai of feces and urine and I don't even have a pet. Owners should have to bring pets in at night and not be allowed to leave them out side all night. Sometimes our area sounds like a dog pound with all the barking dogs.*

(Army, E-6, Schofield Barracks, Female, first assignment, Schofield Barracks)

### Contractors

- *Above all else, when I call in trouble calls for my quarters—I have to take off all day from work because they can't tell me a time or portion of the day they will be there. Every trouble call I have made has remained unresolved until I either solve it myself or ignore it! The current contractor should be FIRED!*

(Navy, E-7, Other, Male, first assignment, Catlin Park)

- *I believe that the maintenance company is in need of replacement! They rush their work which in turn is poorly done, and soon needs to be redone, costing not only the military, but tax payers entirely too much money. Not only is the work "shoddy" they don't call to make appointments for necessary repairs, they just take for granted you are home, if not, too bad for you! Use military personnel to repair military quarters, you'd save more money and get better quality work and better quality control. With military personnel doing repairs, you would have a chain of command that knows who repaired what, and who was responsible if the work is substandard. And you'd have a direct link with a commander should you have a problem instead of being shuffled around on the phone until you get someone who knows how to handle the complaint.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Hale Moku)

- *I see a lot of abuse of time and ways jobs are done by our contractors. They took 8 hours for 3 days with two men to paint cross walk lines and the word "STOP" at the end of my block. My heat pump has been out for 3 years now and each 6 months we pay someone to come out and write on the tag still broken. "Big waste of Navy funds." The contractors will leave a tag on your door saying they missed you for a service call even though you were here. They either don't ring bell or just tag and go on. They like to sleep in back yards. They charge the Navy for things they don't get to fix because it took so long for them to repair it the service member fixes it but I have seen the contractor write out a slip saying they fixed it. Get rid of contractors and let the Navy take care of its own.*

(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Hokulani)

### Self-Help Stores

- *Self-help needs longer hours. It's only open 0800-1530. It should be open until 1830.*

(Navy, O-2, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)



- *Self-help would be more helpful if it was open evenings and Sunday when most people are not working. The Self-help programs policy on late tool return needs to be seriously looked at. If the Self-help Store wants to take away my tool borrowing privileges, then my yard is not going to get proper maintenance and upkeep. And if the Navy doesn't care, why should I? This is the Navy's home I am maintaining, not mine. So it does not bother me to not water my lawn so it can get all brown. Then I wouldn't have to cut it. The Barbers Point Housing Office closes every Wed afternoon for so called training. This is definitely a crock. Even with 52 days of training a year, they can't get things done right. Overall, housing and Barbers Point Self-help are the most unorganized, not well managed programs I have seen in the military. What a joke!*

(Coast Guard, E-5, Barbers Point, Male, not first assignment, Barbers Point)

- *Self-help is very helpful and efficient when they have things in stock. The problem is that they are often out of stock. Also, they stopped carrying aggregates, which were a great assistance in beautifying and maintenance of our yards. After winning a million dollars, the post should spend money making supplies available to residents to make and maintain beautiful yards.*

(Army, E-4, other, Female, first assignment, Helemano)

- *This is the worst dealings here with this housing office and especially Self-help. The people in Self-help are rude, discourteous and almost incompetent.*

(Air Force, E-5, Hickam Air Force Base, Female, first assignment, Wheeler Army Airfield)

### Comparisons

- *The Navy seems to have absolutely no concern for their personnel regardless of rank. Take a drive through any Navy housing area. Hope they take better care of their ships. The Air Force—Despite the high cost of aircraft etc., they still seem to have enough leftover funds to take good care of their personnel. Why is that? They seem to have the best of everything.*

(Army, E-9, Male, first assignment, Fort Shafter)

- *Moanalua Terrace looks like a SLUM. The paint is peeling off the buildings, and considering it is lead base paint, this should not be allowed to peel this way. It is a health hazard as well as an eye sore. All the other housing areas exteriors are well maintained, except of course the one I live in. It's an embarrassment. Why isn't this being repaired??? No one will give me a straight answer.*

(Navy, E-6, Barbers Point, Male, first assignment, Moanalua Terrace)

### Miscellaneous Problems

- *Halsey/Catlin/Radford Housing does not have any recreational services available for such a big housing district, i.e., pool, gym, weight room, etc. Meters should be put on all housing units and if occupants exceed an established amount of electricity, hot water, etc., they should be billed. That way more people will be come energy savers.*

(Navy, E-7, other, Male, not first assignment, Halsey Terrace)

- *At a time when the Navy itself is embracing TQL, why is it impossible to get through on the phone until 1545, when not only can we get through, but no one answers because they've gone. . . ? If we get through, it's a crap shoot as to whether the dispatcher decides to grant the privilege of getting immediate help or condemns us to the "up to 2 weeks" wait? . . . Dishwashers—accepted throughout America as integral to kitchen—are now deemed unsponsored luxuries? . . . Ability to get into Makalapa or Hospital Point has little to do with stated criteria, and everything to do with cronyism (who do you know)? . . . It would help greatly if those who administer and control housing treated it as a necessity for military members rather than a privilege they are entitled to dangle in front of you or withhold from you at will.*

(Navy, O-5, Naval Base Pearl Harbor, Male, not first assignment, McGrew Point)

- *Civilian employment opportunities: The Hawaiian economy has limited opportunities for professionals and a wage scale not commensurate with the cost of living. Personal insurance: The cost of operating a motor vehicle in Hawaii is high. Fuel and insurance costs are significant. The cost of my car insurance tripled when I moved to Hawaii. I am subsidizing all the uninsured drivers operating their vehicles illegally on the roads, i.e., local law enforcement efforts are not effective in keeping uninsured drivers off the road.*

(Marine Corps, O-5, Camp Smith, Male, not first assignment, McGrew Point)

- *All yards should have fences due to children. If you have any kind of dog, you must have a fence, period. No prolonged house guests, over 30 days. My paint is really chipping badly in my living room for NO KNOWN REASON. Dangerous to children. I called late May for shower/tub drainage and very, very low water pressure; plus toilet flushing itself (water waste). They gave me a day to expect them, NEVER showed. Was here three days in a row waiting. Still the same. I would like some help here please.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)

- *I would like to have a bathtub. All residents should be reminded to respect other resident's yards and use the sidewalks instead of shortcuts through yards. Residents should tell their children that sidewalks ARE NOT playgrounds.*

(Navy, E-6, Hickam Air Force Base, Female, not first assignment, Moanalua Terrace)

- *You need mandatory housing inspection unannounced. The living conditions I've seen are very unsanitary. Self-help is no help due to the inconvenience. How long can a 1-person military member stay in housing when the spouse has departed for over 2 months? Request house units be sprayed together. The request for visitors. . . etc., moms, dad, sister staying is unsat. You have to go to Pearl Harbor, fill out paper work, then they take a picture, it's just not worth the trouble.*

(Navy, E-6, other, Female, first assignment, NCTAMSEASTPAC)

## Child Care

**Overview:** Child-care programs offered at military installations were seen as woefully inadequate. Concern was expressed that there were too few programs and that the waiting lists to get into existing programs was outrageous. Lack of adult supervision of the youngsters in many



housing areas was also viewed as a major problem. The playground areas available to children were seen as in dire need of maintenance for aesthetic reasons as well as for safety.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, whether it is their first assignment in Hawaii, and in which housing area they reside.

### **Programs and Supervision**

- *A major problem in this housing area is unsupervised children. The noise and disruption they generate is unbearable. The unceasing shrieks and screams and balls hitting your cars and house make it very unpleasant to live here. The parents seem oblivious to the disruptions their children are causing. Toddlers are taught their playground is the street. It's very frustrating when you can't back out of your own driveway due to the cluster of children in your way and have no intentions of moving. I can't wait until we move and get away from this situation. I have signed only a couple of instances. There are more! Why not try to group childless couples in a certain area and couples with children in another. I feel couples such as us should have a voice and I hope my comments provoke some thought on this topic. Thank you.*

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Little Makalapa)

- *More children need to be monitored because of the destruction to property. For instance, some of the children broke off all the keys to the parcel mailboxes. And children should not be allowed to play in other people's carports when they are not at home. They should go to the playground or stay in their own yard.*

(Army, E-4, Schofield Barracks, Female, first assignment, Helemano)

### **Playground Facilities**

- *Playground equipment is poorly maintained. The policy of waiting all day for a maintenance call is a total waste of time for working couples. The housing inspectors should write up discrepancy lists and the maintenance company should not be paid until the job is completed correctly. When policy changes are made, they should be put out to the residents before notices of noncompliance are sent out.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Catlin Park)

- *The Youth Center needs to be open on Saturdays and closed later during the week. The equipment in the gym in Helemano needs to be replaced with newer equipment.*

(Army, E-6, Schofield Barracks, Female, not first assignment, Helemano)

### **Temporary Lodging Allowance (TLA)**

**Overview:** Comments about TLA were primarily concerned with its administration and availability. TLA was viewed as a potentially beneficial program, if it were managed in a better

way. The amounts allotted to local hotels and motels need to be examined and adjusted and the excessive pressure put on the individual service member to meet unreasonable TLA demands should be eliminated.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, whether it is their first assignment in Hawaii, and in which housing area they reside.

- *TLA does not RELIEVE financial problems. But, it sure helps it from becoming a financial problem if it's well managed. Each popular TLA approved hotel should have a military liaison to do scheduled meetings for all the TLA personnel (incoming).*

(Army, E-8, Fort Shafter, Male, not first assignment, Fort Shafter)

- *VHA should help soldiers and not let it become a financial burden due to repayment plans. TLA should become available to any and all soldiers immediately (after proof of sponsorship) once married to help any out of pocket expenses for the military member (re: housing).*

(Army, E-6, Fort Shafter, other, first assignment, Tripler Army Medical Center)

- *We received no information about TLA or housing before being transferred here. A packet of some sort should be available for first time movers (locating anywhere) to help with the system. of TLA's moving in general.*

(Army, E-6, Schofield Barracks, Male, first assignment, Helemano)

- *I think the TLA amounts are way too high. The local hotels, motels and resorts are playing a game. We state a given amount per rank/family size, and the locals are matching the prices. The cost of a one-day stay at most hotels, etc., without kitchen facilities exceeds the standard going rate, when a member is on TLA. To save budgeted money, get control of the situation. Force the locals to stop the rip off.*

(Marine Corps, E-7, Kaneohe Bay, Male, not first assignment, Kaneohe)

## Suggestions

**Overview:** Comments with suggestions to improve on-base housing focused on maintenance issues. Many personnel felt the services provided were inadequate and their hands were tied if they wanted to do it themselves. The need for air conditioning, increased parental supervision of children, more extensive bus service, availability of recycling bins, assignment of personnel to quarters, utility consumption, recreational opportunities, and a variety of other issues were also touched on in an attempt to raise the satisfaction level.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, whether it is their first assignment in Hawaii, and in which housing area they reside.

- *Provide fertilizer at Self-help along with other lawn care products. It can only benefit everyone that lives there. Regularly check for termites at all quarters with qualified pest control experts. Regularly survey all residents on bathtub/sink clogs to determine which*

*pipes need replacing. I want to reiterate to specifically point out the fact that I strongly disagree with question 57H. I already have enough bills to pay in Hawaii. Please don't take away the privilege of free utilities.*

*(Navy, E-7, other, Male, first assignment, Halsey Terrace)*

- Although the military family housing provides an extremely important and essential service to the military members and their families, the quality of some housing in my opinion is substandard to today's needs. I believe even in today's tough budget times, these areas could be addressed with minimal impact on monies and turn an even better product to the members. Some examples of this are: Kitchens—Should be larger than 6' x 4' in size with hoods and/or ventilation up drafts over stove and oven, not wood like cabinets. Supply and approve families to paint exterior of homes in consolidated unit effort with supplied paints, etc. Supply & install air conditioning/heaters in units. These are just a few items that would drastically improve the quality of life for members and families. With the downsizing of our force, we need to ensure that the home is as stable and pleasant as possible to ensure that we can concentrate our efforts on things at hand.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Pearl City Peninsula)*

- Why is there no place on base for the Christian/nondrinker to go to relax, get together and/or dance? The only places to go are drinking establishments.*

*(Navy, E-5, Barbers Point, Male, first assignment, Barbers Point)*

- I am a command family housing representative (CFHR). My greatest heart ache with housing is that I've seen housing inspectors not follow through with complaints from residents. They are either overworked or some don't care. Maybe both? The military I believe should assume most housing inspector duties. We live in housing and care what happens in it. The Admiral for COMNAVBASE believes in supporting housing; but he doesn't have the money and command support to fulfill goals. Housing is a low priority item with commands, out of sight/out of mind. I could spend 40 hours a week in housing helping residents, but the command leadership really couldn't care. There are no rewards. Except self-satisfaction. This is a collateral duty. If this was the civilian community, management of an area as large as I have probably would require at least 2-3 people full time. I know housing could be better, "we care", let those who care manage "our housing."*

*(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Catlin Park)*

- Need to add NCTAMS EASTPAC to current work site (question #4). Housing offices should give a person (family) at least two (2) houses to look at before telling them if they do not accept the first one offered they will have to be taken off TLA. Housing office should keep their word when advising families that repairs will be completed on housing unit prior to scheduled move in date. Lights should be mounted near and around teen center at Iroquois housing. Living in Iroquois housing and having to work at NCTAMS EASTPAC is not my ideal of living where you work. Some type of compensation should be provided to members that carpool, given the high cost of living and gasoline prices. Neighborhood watch is a good idea, to help prevent vandalism, rapes and thefts around the neighborhood.*

*(Navy, E-6, other, Male, first assignment, Iroquois Point)*

- *The following are comments by a service member residing in government housing but also an MP who may see things in a different perspective: Senior occupant/major program does not function. MPs are consistently called to deal with problems that are not of a law enforcement nature, i.e., one neighbor does not like the other neighbor. There needs to be a 100% improvement in outdoor lighting. Parking areas are way too dark. Check out the increase in auto break ins and check the lighting in the areas where they have occurred. Removing DOD guards from AMR was a big mistake. Juvenile problems have increased. There are local gangs entering housing areas for purposes of recruiting, criminal activity to include drug distribution. This is contrary to what certain officials want to believe. Houses with jalousie windows cannot be properly secured. Neighborhood Watch Programs need to be aggressively introduced, established, and maintained.*

(Army, E-6, Fort Shafter, Male, first assignment, Fort Shafter)

## Survey

**Overview:** The survey itself was the subject of some personnel's comments. Although many individuals felt the survey was too long and cumbersome, they were appreciative of the effort to make a difference in their standard of living. Some personnel, however, have become cynical because not many improvements have been forthcoming.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, whether it is their first assignment in Hawaii, and in which housing area they reside.

### Positive Comments

- *Our kudos to the pioneers of this questionnaire. This allowed us the opportunity to have our voices heard especially if we cannot attend our monthly community meetings due to work schedules or "fatigue." Overall, we are greatly satisfied with our unit and HO services. Hopefully, when we come back to Hawaii, we will see one of our recommendations implemented. Keep up the good job!*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Miller Park)

- *This is a very good survey. It would be nice to see similar surveys annually.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Miller Park)

- *We appreciate that a survey is being conducted. We have numerous complaints about military housing in Hawaii, but have found that when someone complains to the housing office, they are treated even worse.*

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Iroquois Point)

### Negative Comments

- *For a survey instrument of this length, it is far too complex. Need to have "yes" and "no" blocks for many items.*

(Air Force, O-4, Hickam Air Force Base, first assignment, Hickam Air Force Base)

- *This is a good survey; however, some kind of cross referencing should be done to try to minimize the number of questions.*

(Air Force, E-5, Barbers Point, Male, first assignment, Hickam Air Force Base)

- *These surveys are too long. I don't think they will make a difference anyway.*

(Marine Corps, E-5, Kaneohe Bay, Male, first assignment, Hana Like (Section 802))

## Satisfied

**Overview:** A few individuals expressed overall satisfaction with on-base housing in Hawaii. Some major complaints were due to the age of the structures, for example, the painting and plumbing; however, with proper care and maintenance these complaints could be ameliorated. Other major complaints, like too many insects and the need for air conditioning come with the territory, but, again, could be controlled through proper care and maintenance. Living in a favorable and friendly environment led to a positive evaluation in spite of many inconveniences; yet some personnel felt the housing office should be more receptive and responsive to the problems of personnel stationed in Hawaii.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, whether it is their first assignment in Hawaii, and in which housing area they reside.

- *On the positive side: we love the area. The facilities are very good, the Self-help program is a real plus, and in general, we are happy to live where we do.*

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Red Hill)

- *The move from San Diego to HI was the smoothest move I have seen. The staff at Pearl Harbor Housing was extremely helpful and went out of their way to ensure we received the housing we requested.*

(Navy, E-8, other, Male, not first assignment, Hokulani)

- *Things I like: Overall effectiveness of the housing office at Barbers Point. Loaner furniture. Government appliances (washer, dryer, etc.) in quarters. Good security at Iroquois Point. The Self-help program at Barbers Point. The overall effectiveness of the government housing program.*

(Navy, O-5, other, Male, first assignment, Iroquois Point)

- *Mendonca Park housing is the best we've seen here in Hawaii! We love our quarters and wouldn't move into any other quarters. It's a quiet and peaceful and beautifully small community.*

(Army, E-5, Camp Smith, Male, not first assignment, Mendonca Park)

**Appendix A**  
**Housing Office Frequencies**

## Housing Office Frequencies

Table A-1 presents summary information of the response frequencies of the comments on the Housing Office tabulated according to category.

**Table A-1**

### Summary of Response Frequencies According to Category

Category Name	Response Frequency
<b>Housing Office</b>	
Policies and Practices	26
Treatment of Patrons	23
Repairs and Maintenance	22
<b>Total</b>	<b>71</b>

Table A-2 presents summary information of the response frequencies of the comments on the Housing Office tabulated according to Housing area. Only those Housing Areas represented by a comment are listed

**Table A-2**

### Summary of Response Frequencies According to Housing Areas

Housing Area	Response Frequency
Aliamanu	3
Barbers Point	1
Fort Shafter	3
Fort Kamehameha	1
Halawa	5
Hale Alii	1
Hale Moku	6
Halsey Terrace	2
Hana Like (802)	1
Helemano	3
Hickam AFB	6
Hokulani	1
Hospital Point	1
Iroquois Point	3
Kaneohe	5
Makalapa	3
Manana	1

Note. Hickam AFB = Hickam Air Force Base, NCTAMSEASTPAC = Naval Computer Telecommunications Area Master Station Eastern Pacific, TAMC = Tripler Army Medical Center.

Table A-2 (Continued)

Housing Area	Response Frequency
Miller Park	2
Moanalua Terrace	2
NCTAMSEASTPAC	4
Pearl City Peninsula	1
Radford Terrace	3
Red Hill	1
Schofield Barracks	6
TAMC	2
Wheeler Army Airfield	2
<b>Total</b>	<b>71</b>

Note. Hickam AFB = Hickam Air Force Base, NCTAMSEASTPAC = Naval Computer Telecommunications Area Master Station Eastern Pacific, TAMC = Tripler Army Medical Center.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, whether it is their first assignment in Hawaii, and in which housing area they reside.

#### Policies and Practices

*As a mother of 2 young children ages 3 and 4 (the older a boy), I feel they steered us wrong by showing us a 3 bedroom and putting us in a 2 bedroom. The repairs to be made are lengthy because my children don't have adequate space. Also the metal blinds that were installed prior to our move into housing, I feel are very dangerous, especially to young curious children such as mine. I also feel Chief Housing available should be taken by a Chief. They should not be given a choice unless it is more Chief quarters, because it has been my experience that if a petty officer needs housing, he is not given Chief housing. So in turn, the petty officer must wait until adequate housing is available. This in turn causes stress not easy on the active duty person, but also on this person's family. This in turn causes separation of families sometimes for long periods of time that is not due to his job, by that I mean sea time, which in turn causes divorce and family disorganization which is not satisfactory especially for younger children. Being a military wife, which I am very proud of, I understand the situations of separation. But when unnecessary, it can be very hard to deal with and very frustrating. Now I feel these problems can be solved by the housing office. By providing adequate housing to a person in need of a 3 bedroom, they should have a 3 bedroom. Or whatever their needs are. I also feel living in Hawaii that all units should have central air. it's just too damn hot here. And some families cannot afford a/c. I also feel even though we are to say the least just for lack of better words, borrowing this unit, we should be allowed to enjoy our privacy. In closing, I am grateful for this chance to finally speak my mind for this I say thank you.*

(Navy, E-4, Naval Base Pearl Harbor, Male, first assignment, Miller Park)

*If the Navy charges my utilities, they better be prepared to pay partial BAQ, and then transfer me! HECO will have a field day!*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Halawa)



*Upon arriving on island, neither myself nor my spouse had sponsors. My spouse accepted our house without having prior knowledge about housing. She moved into our home alone without an inspection for readiness. We would like a better sponsor program in effect to support both active duty personnel and dependents. In April and May of this year, our commode was backed up as well as our sewer line. The service desk was quick to send contractors. But the first job wasn't done correctly. Two weeks later the line was clogged again. We want better quality control of housing contractors.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Hale Moku)

*I don't agree with the idea of segregating housing areas by rank. On Hickam, officers and lower enlisted live next door to each other, why not in the Navy? McGrew Point and Ford Island housing should be open to all ranks.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Hale Moku)

*Sometimes the logic behind certain housing rules and regulations eludes me. We were on the waiting list for fencing materials for over a year. Due to a termite infestation, we were required to move. Our fencing was approved the same time that we were moving, but we were told that the approval was for the specific unit, not the occupant and we would have to put our names back on the list. When we asked if fencing had been approved for our new unit, we were told "yes, it had," but the old occupants had declined it because they were leaving soon. So once again we were told our only option was to put our names back on the list.*

(Navy, E-5, other, Male, first assignment, Hale Moku)

*Waiting lists are fair, but housing should be available on a case by case basis (common sense and convenience to all) instead of a long and paper filled process. If quality of living is an issue, then housing should have weight and some control over external forces (i.e. loud music from near by base or streets or functions). Living near work is convenient, but we shouldn't have to put up with loud music night after night until 0200. And when we complained to housing, they said that "they couldn't do anything about it." They should be able to work with the base club to solve the problem.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Hale Moku)

*When we arrived, we were a dual service couple; I was 7 months pregnant with our first child. Since my husband arrived 60 days prior (and had no dependents) he did not receive TLA. He was the Commanding Officer of a Pearl Harbor based ship. When I arrived 60 days later (Oct 89) on my own PCS orders, I expected to receive TLA since quarters were still not available. I expected to receive TLA based on my O-3 rank (instead of my husband's) based on the TLA info I received. When I checked into the housing office, I was told we were an exception to the rule! We paid \$600.00 out of our pockets for hotel expenses. The pervasive attitude was "you're dual income—you can afford it." I was treated very rudely by the housing people at that time—whether I was in uniform or civilian attire. While all this was going on, my husband's ship was underway. It was a very frustrating experience and 3 1/2 years later, I am still bitter about my "warm aloha" to Hawaii. I left the Navy just before the birth of my second child—in part because I felt being a stay-at-home-mom makes a qualitative difference in my children's development and because I am convinced that the dual service couple doesn't get double the pay and benefits but more stress, separations, and less benefits than the traditional family. I did not qualify for COT travel when my*

*husband left his Pearl Harbor based ship and went to USCINCPAC because I was not a dependant! A traditional family with a working wife is not penalized for her second income the way dual military couples are.*

*(Navy, O-6, Camp Smith, Male, first assignment, Hospital Point)*

*The basic housing assignment process at Pearl Harbor is unsat:: A month after reporting on island, I was selected for O-6, changing the housing for which I was eligible. It was difficult to make that happen. Although there is a "consolidated" housing office at Pearl Harbor, I had to deal with CINCPACFLT and Naval Station Housing Officers as well as the "consolidated" office. After being on the housing list for over 6 months (construction time) no one could tell me when I would be offered housing.—Less than a week later, I was offered three places in two different areas. A contemporary of mine was offered housing in a different area than I was, even though we had same number of dependents and rank. The number of four bedroom houses is too small to meet the needs. After being on the housing list for seven months, I accepted a three bedroom house because no one could tell me when a four bedroom one would be available.*

*(Navy, O-6, Naval Base Pearl Harbor, Male, not first assignment, Makalapa)*

*I have lived in the same unit for nearly six years. Since arriving to Hawaii, myself and my wife have added two children and a house full of items. At the end of my first tour here, I asked about moving into a larger unit. I was told that housing didn't allow that and I could put in a suggestion concerning my desires. My family has outgrown the 2 bedroom unit we live in. I also feel that I should of at best gotten some maintenance done at the end of my first tour. We don't even have a bathtub in this unit. I feel this is inadequate and the service member should be compensated for it. No maintenance has been done on this unit since March of 1988!*

*(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Moanalua Terrace)*

*One of the main problems we have is the assignment of 3-4 bedroom units to people with 0-2 children while we have been placed in one of the smallest 3 bedroom unit with 3 children ranging in age 1-8. Having a small home wouldn't be nearly as much of a problem if there was adequate outside storage to place unused items that we wish to keep for future use. Also improvements should be made with covered parking; a washer and dryer that can sit next to each other; built in dishwasher; a bathtub instead of just a shower and some kind of covered back porch where the children can play close to home but still be outside. We also feel that the security locked are extremely inadequate on the windows and doors.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)*

*Housing does not give enough time to really check around for good quarters or civilian housing due to your work load at your job. Housing threatens your TLA will be stopped. They don't care because they live here.*

*(Navy, E-6, other, Female, first assignment, NCTAMSEASTPAC)*

*I believe military housing should use more stringent rules on comparing family sizes with amount of bedrooms assigned to an individual service member. I think the policy that if a person is assigned a two bedroom housing unit, he is stuck with that unit even if having a second child*

*while in the certain unit. Families with no children (i.e., husband and wife) should never been assigned three bedroom houses in order to keep them available for families already having a child and expecting another. "Good timing" is a bad policy and should be taken care of.*

*(Navy, E-5, other, Male, first assignment, NCTAMSEASTPAC)*

*When I first arrived on the Island three years ago my small two bedroom house was adequate for my needs. Since then I have had two children now I would like to move to a larger unit but I am getting no cooperation from the Housing Office.*

*(Navy, E-5, other, Male, first assignment, Radford Terrace)*

*Cannot suggest strongly enough that better match should be made between family size and number of bedrooms in available housing units. When opportunity arises to switch to neighboring housing unit with more adequate space, families should be able to do so at own expense. Old, dangerous playground equipment should get replaced more quickly before someone gets hurt. Improve drainage in housing areas, where rainy season points out large areas of standing water. Tear down old concrete walls that held trash bins and add extra parking spaces where they were instead.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Barbers Point)*

*Assignment to quarters from waiting list was not consistent, logical or fair. A number of personnel were assigned quarters before us, each with a new exception to policy. The folks assigning personnel for field grade housing in the Fort Shafter Office from July 1991-August 1992 have no credibility. Management of incoming personnel seems to be to encourage them to get a six-twelve month lease and then they are out of the housing office for a while. As recently as 2-3 months ago incoming personnel were being told a standard waiting time of 12 months prior to arrival when in fact units in our area were standing open and incoming personnel were immediately assigned to quarters. The information we received while working "closely" with the Fort Shafter Office resulted in great inconvenience and cost to me and my family. Greatly disappointed.*

*(Army, O-5, Fort Shafter, Male, first assignment, Aliamanu)*

*Housing at the Schofield Barracks Housing Office is given to some people immediately upon arrival to Hawaii on a "buddy system." If you know someone, you can get right into housing from TLA; the rest of us have to wait 6-12 months. Housing should be more flexible on holding a set of quarters until a family's lease expires to save loss of deposit. Of course, it would be nice if enough units were available not to have to lease civilian units. Some friends of ours are placed in housing on the minority ethnic group. They have a Hispanic name and are placed with only other Hispanics and blacks on their street. This type of discrimination should not be allowed to go on.*

*(Army, E-6, Schofield Barracks, Male, first assignment, Helemanu)*

*Housing inspectors obviously interpret "clearing" standards differently. Some occupants are required by their inspector to do things that other clearing occupants aren't. I think there should be an MP gate guard at the entrance to the Helemanu Housing area. The community commanders representative should enforce standards more strictly. Occupants that break the rules more than*

*three times (reported) should be removed from quarters and their privilege revoked. Also, people who report others repeatedly, and are breaking the same rules should be investigated and/or removed from the community.*

*(Army, E-5, Schofield Barracks, Male, first assignment, Helemano)*

*I would like to see the bus come to Helemano. I would also like to see a shuttle between Helemano and Schofield Barracks. I think that the Schofield housing office is run poorly and is a pain in the neck.*

*(Army, E-6, other, Male, first assignment, Helemano)*

*I would have been satisfied if I was given the choice to stay at AMR because of my kids having asthmatic disease. I was told by housing that I could not stay at AMR, because of bedroom situation, I have three kids. So I took Sch. Bks. housing and bought two air conditioners to accommodate my kids, which was financially difficult at that time. And yes, I am on the EFMP Program and was stated on my orders coming to Hawaii. I even showed housing the medical records which the doctor suggested my son have a/c in my quarters. Thank you for your concern.*

*(Army, E-6, Schofield Barracks, Male, first assignment, Schofield Barracks)*

*Officer housing should be tied to rank and TIS, i.e., a CW3 with 15 years should be assigned field grade housing. The obvious presence given to Air Force officers (even 1st Lt's) for housing on WAAF is annoying. New housing should be provided for officers, not just NCO's.*

*(Army, W-3, Schofield Barracks, Male, first assignment, Wheeler Army Airfield)*

*Two major complaints: Housing office estimates of how long it would be until base housing was available were wildly inaccurate. This made it impossible to make good plans for living off base. An individual who arrived after us was bumped to the top of the waiting list for the same category of housing. Apparently, he received preferential treatment because he was a general's aide. The is not fair. We all have the same problems moving to a new base.*

*(Air Force, E-7, Camp Smith, Male, first assignment, Hickam Air Force Base)*

*Overall, Hickam housing is great, but I have two concerns with housing in Hawaii. Living on the economy is not possible with VHA. You have to compromise by living in a substandard unit. At Hickam, policies regarding the Key and Essential homes is far too vast. If you are fortunate to be assigned to PACAF or 15APW you're taken care of. If you're assigned elsewhere, housing opportunities to live on Hickam are very limited. The basic problem is too many positions designated as Key and Essential.*

*(Air Force, O-6, Camp Smith, Male, first assignment, Hickam Air Force Base)*

*Housing office—let us believe we would not have a house for more than 6 months. When unable to find an off base house, the next day they had one. The housing unit we live in is too small!! Our bathroom between our bedrooms is very INCONVENIENT!!! When we arrived, we were offered a house on Wheeler. Without even given a chance to look at it, our housing office called them and let them know we didn't even want it! Off base cost of living allowance isn't even enough so even if you want to get off base you can't afford it! Our plumbing in the storage was busted 1 night. We called emergency house maintenance and they more or less told us to stay up all night and bail it out! I FEEL IF ANOTHER HOUSE IS AVAILABLE, WE SHOULD BE ABLE TO MOVE. . . (AT*

**OUR EXPENSE) TO ONE OF THE LARGER UNITS. FRIENDS OF OURS HAVE NOT CHILDREN AND LIVE IN A 3 BEDROOM!!! IT'S VERY FRUSTRATING AND WE ARE VERY DISSATISFIED WITH HAWAII!!!!**

(Air Force, E-4, Hickam Air Force Base, Male, first assignment, Hickam Air Force Base)

*Consolidated housing on Oahu is a tremendously difficult task. Funding of more maintenance and repair is a necessity: Help from all services is key. Housing is doing an above average—very good job overall. Have to tighten up on contractors who may be taking advantage of system on repairs and who are being paid too much.*

(Army, O-5, Camp Smith, Male, first assignment, Fort Kamehameha)

*When housing becomes available, the person being offered government quarters (if more than one housing is available) should be able to choose from one of them, without turning down the first one to see the other.*

(Marine Corps, E-8, Kaneohe Bay, Male, not first assignment, Kaneohe)

*I am dual military. My wife is stationed at Pearl and I am at Kaneohe Bay. We were separated for 11 months prior to coming here. I was forced to take housing on K. Bay because I had a 11 month back date. Nobody would take in consideration that we would like to live on Pearl side but that would mean my wife would have been the head of house and her back date was only 12 days! Just don't make sense. The point was, we were separated 11 months. Consider the family in dual military not the individual. Other than that, bravo zulu.*

(Navy, E-4, Kaneohe Bay, Male, first assignment, Kaneohe)

#### **Treatment of Patrons**

*The TLA officials were very demanding and rude when it came to house hunting. They were unemotional or unsympathetic to the hardships or difficulties in finding adequate housing. They demanded 5 houses a week looked at be brought to them or TLA would be terminated. Military personnel have other commitments of work, family and transportation priorities when first arriving on island. At Kaneohe Bay (MCAS), the NCOIC was unsympathetic because his family was not on island so he did not have first hand knowledge of the difficulties. Overall, the TLA service, personnel, and attitude were not of a friendly or understanding nature. This is not a very good first impression of the command taking care of its own.*

(Marine Corps, E-6, Kaneohe Bay, Male, first assignment, Hana Like (Section 802))

*Need more phone lines to housing office. Lines are always busy!*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Halawa)

*Remember that your only purpose is to make the service members family comfortable. You are a service not a small monarchy. You are not: Hawaiian; Filipino; Black; Civil Service; or any other category. **YOU WORK TO MAKE ME HAPPY AND COMFORTABLE!***

(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Halawa)



*The units at Halawa need to be painted soon, or the Navy will have a lot of dry rot to deal with. I like this housing. Very pleased, but I have no faith in the housing office or its staff. They are rude, don't speak English very well and are racially prejudiced, explain to me how a 2nd class married to another race can get into housing 6 months faster than a 2nd married to a haole.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Halawa)

*People at the housing office are rude when you ask a simple question. And they don't return phone calls, when asked a question they need to find the answer to.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Hale Moku)

*I think that the housing office staff doesn't tell all individuals about all the options available whether over accepting housing units, repairs, etc. I was very dissatisfied by the way that I was treated by the staff as a chief petty officer, so I am convinced that lower ranking individuals are treated even worse than I was, which is alarming!! I hope to never have to deal with this housing office again during my career.*

(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Halsey Terrace)

*Housing referral office people when we arrived were, for the most part unconcerned about housing needs. All concerns were solved by supervisors. Housing inspector staff was extremely helpful and informative.*

(Navy, E-7, other, Male, first assignment, Halsey Terrace)

*Individual we dealt with for our housing was rude, not informative and did not answer the same questions on repeat visits with the same answers. We "felt" like information and the truth was withheld. And we felt from her comments that we would not get into housing for at least 1 1/2 - 2 years. The day we were to sign a lease, she phoned regarding a 2 bedroom in an area she said initially we didn't qualify for. Although we did qualify for a 3 bedroom, we accepted the house and had to put additional items in storage (We left 2/5 on the mainland.) The house was filthy inside. We were not "allowed" to get a key and come clean before the furniture arrived. I used 2 bottles of straight ammonia on the kitchen floor. Paint on outside was peeling and awful. We offered to paint. Denied. Now painted. The quality of paint is poor. Latex over oil doors. Civilian housing list was limited and outdated. All rented when phoned. House—not enough electrical outlets. Water pipes bang and rattle. Inspector said they were OK. Loaner furniture does not get picked up on schedule in our neighborhood. Children and toddlers are always in the streets unsupervised. Provost said nothing they can do!*

(Navy, O-4, other, Male, first assignment, Manana)

*The Housing Office personnel, in general, were not exactly rude; but on the other hand, weren't overly helpful either. In more than one instance, we were handed material to "look over" or "read and sign." Phone calls were routinely not returned. The waiting time seemed excessive. perhaps a voice mail telephone system or process review would help.*

(Navy, O-4, Naval Base Pearl Harbor, Male, first assignment, McGrew Point)

*The housing office needs better customer service. Trouble calls via the phone are always busy. We need to get our E4 and E5's into housing sooner.*

(Navy, E-8, other, Male, first assignment, NCTAMSEASTPAC)

*I like the fact that the housing office informs us of tenant's rights in the civilian "world". I would, however, like to be informed of my rights when dealing with the housing office. We were offered housing and had accepted it when the occupying service member had his orders changed. Consequently, the unit was no longer available. We had already informed our landlord we'd be moving. Three days later, we were faced with a rent increase. I feel housing did little to nothing to help us. I also feel that had it not been for persistence on my part and my insistence of working with a supervisor, it would have taken longer to be offered a second unit. I feel they were hoping I'd drop the issue and just "go away".*

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Red Hill)

*We have dealt with the people at both the Pearl Harbor and Barbers Point housing offices. When we wear civilian clothes, the employees are rude. On one occasion, we waited 20-30 minutes while the employees chatted among themselves; they were not working or on break. The only reason we live in military housing is that we found the locals to be uninterested in being our neighbors when we lived in civilian housing. When a service member is on deployment and his ship is out most of the year, it is helpful to be in a friendly environment. Military housing provides us with the emotional ties we need. Our house is in bad condition. The exterior has needed a paint job desperately for 3+ years. We had a beautiful monkey pod tree removed from our yard and perfectly good sidewalks replaced, yet housing says there is no money for the house to be painted.*

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Iroquois Point)

*Big problem seems to be understaffing and overworking of employees. They are irritable and rude and just don't have the time to spend with individuals. Waiting time to see or speak with anyone is unacceptable and often consumes a 1/2 day. Services are not coordinated to accommodate working couples. We need more weekend and evening services—especially in Self-help. Check ups should be done on individuals who apply for housing based on need, dependent adults and children. A lot of times these dependents don't exist or show up. Fines should be imposed. All utilities should be paid for by the individuals. Free—big waste. Lawn watering rules should be adopted especially for hours between 11 and 4.*

(Navy, O-3, Barbers Point, Male, first assignment, Iroquois Point)

*My only real complaint with housing is the attitude of the majority of its employees. They are all civilian and would most certainly be looking for a job if not for the military presence here in Hawaii. We are their customers and should be treated accordingly.*

(Navy, E-5, Barbers Point, Male, first assignment, Iroquois Point)

*When we were in the housing office at Ft. Shafter, the girl at the front desk turned off her phone so she didn't have to answer it.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Aliamanu)

*Although the family housing at Shafter was eventually helpful, they acted very noncaring and took their time in assisting us in locating civilian housing. Ft. Shafter should have a 24 hour*

*convenience store, being that the commissary closed very early and there's no other grocers around the post. There should be a full bathroom in the master bedroom. There should be a neighborhood committee at least once a month. That way we spouses have a chance to meet the neighbors that already live in the units and those new coming in.*

*(Army, E-5, Halsey Terrace, Male, first assignment, Fort Shafter)*

*This has been one of the worst housing offices I have ever seen. Counselors are NOT helpful and NOT knowledgeable. I was told upon arrival that I would have to wait "7-8 months—go find a place off-post." 35 days later, I found I was put on the wrong list, they offered me quarters that afternoon. The Schofield housing office is a zoo. Waiting times were terrible! The civilian employees moved at a snail's pace, and overall had a "who cares" attitude. My bathroom and kitchen in my quarters are nasty. We have been trying for a year to get the tubs "reglazed." (They keep misplacing the work order.) I have addressed my complaints through my chain of command, but I think the "system" needs some work. Someone needs to straighten out the Schofield housing office, starting with management on down.*

*(Air Force, E-5, Wheeler Army Air Field, Male, first assignment, Schofield Barracks)*

*I think civilian workers at the housing office are very rude and condescending. They act like they are doing you a huge favor to even give you housing and that you're lucky even if you get a rat-infested unit. It's worse than pulling teeth to get any kind of politeness in that office.*

*(Army, E-5, Schofield Barracks, Male, 1st assignment, Schofield Barracks)*

*Helpfulness of the Hickam housing office: During my March '91 house hunting trip, the housing office was rude, and totally unhelpful. Upon PCS, the service improved to an acceptable level. The housing office should not require occupants to make essential repairs (i.e. leaky faucets). Availability of plants/shrubs—great idea, but they're never in stock!*

*(Air Force, O-5, Wheeler Air Force Base, Male, first assignment in Hawaii, Wheeler Air Force Base)*

*SERVICE, SERVICE, SERVICE. Our initial impression was the civilians at the housing office felt put out because we had arrived. Note: We were forced to accept quarters before maintenance had been completed (upon penalty of losing TLA AND position on housing list)! After 7 years, the last of the maintenance actions were completed.*

*(Air Force, O-4, Kaneohe Bay, Female, first assignment, Hickam Air Force Base)*

*Personnel who work in the housing office should have "experiences" at what their customers are going through. Our housing personnel seemed uncaring, cold, uninformed. "Just sign the papers/don't ask any questions/and leave" type people. They made you feel lucky to get any housing and you "WILL" like it. Too much red tape required to get simple things accomplished, i.e., repairs that need to be made on a house—"They were just seen by the housing inspector." His replay was, "YOU work it out—submit the 10 separate 332s and the work should get done." What is the use of a housing inspector then?*

*(Air Force, O-3, other, Male, first assignment, Hickam Air Force Base)*



*As far as service from housing personnel, how you are treated depends on who you talk to and whether or not they are having a good day. Good service is not consistent, but sometimes you get it. TLA is great and absolutely necessary in Hawaii, but the TLA personnel make you feel like criminals for using it!*

*(Marine Corps, O-3, Kaneohe Bay, Male, first assignment, Kaneohe)*

*Better handling of grievances between tenants by housing office especially when different races are involved. Bad experience encourage me to write this comment because I saw how one incident was mishandled by a Housing Office supervisor in a dispute between neighbors.*

*(Navy, E-8, Kaneohe Bay, Male, first assignment, Kaneohe)*

### **Maintenance and Repair**

*Dear Sir, All too often I personally feel as though Doris Miller residents are monitored entirely too severely and far too frequently. Attention should be focused on other housing areas. People waiting the required time just to get into Doris Miller typically are responsible enough to take care of the general maintenance items required. Although an iron clad form of monitoring causes a lot of residents to become rebellious. More attention should be focused on other areas to prevent the further degradation of those areas. Decisions on the housing area modification and improvements should be obtained and/or discussed with occupants. We give up a lot of freedoms to live here and that is detrimental for everyone. Please feel free to call on us for any help we can give. Let's promote a community here.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Miller Park)*

*The inspector who does follow up needs to be more knowledgeable or it's a waste of time. One time he came to inspect drywall patching that was done terribly in my opinion and he said it looked fine. The other time, we were recommended to replace an air conditioning unit. He came out and since it was running that day, said it was not necessary, and it has had to be repaired several times since.*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Halawa)*

*Housing overall should be fully funded for all maintenance and repair and quarters. Each service should have a comprehensive annual work plan that is based on periodic inspections. These inspections will be used to identify the backlog of maintenance and repairs (BMAR). The lack of inspections and inability to properly assess BMAR is a critical deficiency contributing to our overall ability to successfully obtain funding. Every effort must be exerted to initiate comprehensive inspections in all areas and then provide the proper amount of funding to reduce BMAR backlog. Maximum effort must be put into improving the overall exterior appearance of our housing areas. Consideration should be given to tenting houses for termites at change of occupancy maintenance if more than 3 years since the last tenting.*

*(Navy, O-6, Naval Base Pearl Harbor, Male, not first assignment, Hale Alii)*

*I feel that the government should help families that don't have the proper access with lawn mowers. They should have a sign up sheet for people that can't mow their lawns and have someone come out. I also feel that the housing office should help the military better with a positive motivated attitude. I also feel they should treat all ranks/rates evenly and fairly because they don't. I was very dissatisfied working with the housing office people but everything other than them was very helpful.*

(Navy, E-4, Naval Base Pearl Harbor, Female, first assignment, Hale Moku)

*When tenants are required to follow rules, like water conservation, housing reps should also be made to follow these rules.*

(Navy, E-7, other, Male, first assignment, Hokulani)

*Major complaint is that Makalapa is allowed to deteriorate. While Flag Officers garages get copper sheathing, other Makalapa houses are falling apart, visibly so. The attitude becomes "If you don't care, I don't care." Second complaint is housing assignment. Working at CINCPACFLT should not be a prerequisite for Makalapa Housing.*

(Navy, O-6, Naval Base Pearl Harbor, Male, not first assignment, Makalapa)

*The housing inspection program upon entering military quarters is poorly run. There is absolutely no follow-up to deficiencies found upon moving in despite inspector's promises to the contrary and follow-up phone calls to her and her supervisors. This is the weakest part of the housing program, especially since there has been a renewed commitment to repair navy housing.*

(Navy, O-5, other, Male, first assignment, Makalapa)

*I strongly disagree with the unfair distribution of dishwashers. I feel if one unit has one, they all should. Why take perfectly good dishwashers and throw them away when there are so many requests for them and so many military families being inconvenienced with the lack of them. We had to go out and buy a dishwasher because I got the run around every time I called for one. I am very upset about it! But that's my only complaint. Otherwise, I have to congratulate you on your management and concern! Thanks.*

(Navy, E-4, other, Male, first assignment, NCTAMSEASTPAC)

*OCFHO has failed miserably at properly programming maintenance dollars aimed at properly repairing and maintaining housing units. The housing on Oahu is appalling. OCFHO should be ashamed to have people view the housing areas in their current conditions. The approach to Pearl City Peninsula is like driving into a commercial/industrial area. Absolutely no effort has been made to enhance the appearance of the access road. Don't hide behind the typical screen that we don't have enough money. You don't have enough money because OCFHO has failed, for years to program appropriate repair projects. If the Army is going to sponsor OCFHO, then it needs to ensure proper repair programming. The CO of OCFHO needs to forget about the day to day in-basket drill and focus on a long range maintenance program that will make a difference. You have failed to maintain an acceptable quality of life for the military member. It's not too late to change the current trend.*

(Navy, O-5, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)

*Our experience with housing left us feeling as if no one really knew what was going on. Our new house was an absolute pig pen yet the inspector saw it and did authorize it for occupancy. The contractors painted over everything including animal waste. The inspector did not care how bad the work was, he refused to extend our TLA and still two years later the repairs haven't been completed, i.e., repairs to the ceilings, cabinets, etc . . . yet when we move they will give us a major run around. Children are allowed to run crazy in our neighborhood they climb in and out of trees in our yard. They ride their bikes across our grass and kick at the animals. I'm not so sure there's anything housing can do about that problem. I'm afraid it's up to the parents and they just don't care. Radford Terrace is long over due for renovations.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Radford Terrace)*

*My problem deals with buying things from previous residents and who is responsible for that article when the previous residents moved out. I bought 2 air conditioners from the previous residents and when I moved in only one of the air conditioner was still here. The Housing Office claims they aren't responsible for articles bought and left behind for the next residents so, if housing isn't responsible, who is responsible? I think housing is responsible because they send cleaning people into the housing unit unsupervised. If my housing unit had of been supervised I would not have had an air conditioner stolen. That was money out of my pocket which I couldn't recover. I also know for a fact that the air conditioner was still here when the previous residents left. I think the Housing Office should pay me for my stolen air conditioner because their workers stole it and they really didn't try to find out what happen to my air conditioner. To me this is the main problem with the Housing Office, they take the words of the workers they send into the housing units.*

*(Navy, E-5, Naval Base Pearl Harbor, Female, first assignment, Radford Terrace)*

*Our biggest complaint about housing maintenance is not allowing ceiling fans. We had two fans with lights in our unit. On a routine maintenance check, we were told we'd have to take them down. We would open our windows and leave our fans on—then turn off our A/C. Now we took our fans down, leave our A/C on at all times, and have lamps instead of the ridiculous overhead fixtures. Seems to us we were saving energy with our fans, but were told "no, take them down." Oh well.*

*(Navy, E-7, Naval Base Pearl Harbor, Male, not first assignment, Aliamanu)*

*I had the worst experience of my military career in dealing with this housing office here at Fort Shafter. I had to go to the AG's office and file a complaint which to date has not been fully resolved. After 15 1/2 years in and third time in government quarters, I never want to deal with another housing office nor live in government quarters again. Some of the problems I had:—Rats in the quarters. The work order was lost, so I lived with rats for the first two weeks in quarters.—Water from tube leaked in the kitchen.—Electrical outlets in master bedroom didn't work.—Refrigerator and dryer were rusted and rubber seal around refrigerator door was dry rotten. These problems were solved after a number of phone calls and complaining to the housing inspector's boss. Since the TAMC said my daughter's asthma is NOT reason to be assigned quarters with air, but I must purchase air conditioning and the government will provide the outlet. This I'm still waiting on.*

*(Army, E-7, Naval Base Pearl Harbor, Female, first assignment, Fort Shafter)*

*Housing inspector was polite and thorough, yet he did not follow through on placing work orders he had promised to. Each time I call to place the work order, I am told to call my housing inspector. I do and still nothing gets done. Either the inspector is not in (and doesn't return my call) or I'm told the work order has been placed, when it hasn't.*

(Army, E-5, Fort Shafter, Female, not first assignment, Fort Shafter)

*We feel the water main break on TAMC was handled poorly by the housing staff. We were out of water Sunday morning yet nothing was done or decided until Monday evening. We were never informed that the water had been cleared to drink.*

(Army, E-4, Tripler Army Medical Center, Female, first assignment, Tripler Army Medical Center)

*When we signed for quarters 1 1/2 years ago, the inspector assured us a work order would be put in to have the hardwood floors in each bedroom done. The floors are falling apart! When I enquired about the floors several months later, I was first given the run-around. And 2 days later was told no funds were available. I just hope when we clear quarters, we don't get a statement of charges!! Also, I think each yard should be fenced in for pets and small children. All quarters should be fenced in.*

(Army, E-6, Fort Shafter, Male, first assignment, Tripler Army Medical Center)

*We have become very frustrated with nonresponsive behavior of housing office with regard to pending work orders on our home. Any response would be better than the service we are experiencing now. After numerous calls, we still do not know the status of these work orders. This repair system is broke. One lady at Shafter Housing was very helpful in taking care of our housing needs.*

(Army, O-4, Camp Smith, Male, first assignment, Schofield Barracks)

*I live in a four unit apartment building. I was denied a request for a fence that I felt was necessary for the safety for my child. None of my neighbors had any objection to the fence. Housing stated that it would be a fire hazard and the fence would be in the way if a fire truck needed to get through. In this particular area, there is a large tree that would not allow a fire truck to pass. No one from housing came to inspect the area in question before the request was denied. There has been many times ambulances have been unable to find the quarters because the housing numbers you can't find. There has also been many times that people having parties and the MP's were called time and time again and housing has never done anything. I think housing rules should be enforced.*

(Army, E-6, other, Male, first assignment, Schofield Barracks)

*Response to serious work order problems. This issue is of great importance to us. Because we live in a VERY old wooden quarters and of the five work orders we have turned in, four of those were for electrical problems. WEEKS go by without ANY response. On two occasions, we have had to walk around with flashlights because over half of our ceiling lights were not working. I had to spend 3 hours on the phone before I could get someone to even look at the problem. Although we do work full time, we both are available to leave work at any time. All it takes on DPW's part is a phone call.*

(Army, O-2, other, Male, first assignment, Schofield Barracks)

*Housing maintenance is very prompt; however, for the problems in my unit, maintenance personnel have had to return on numerous occasions for the same problem. I've even had to get maintenance and housing supervisors involved on more than one occasion.*

*(Air Force, E-5, Barbers Point, Male, first assignment, Hickam Air Force Base)*

*We have put in calls to the housing office twice with no response. The first time we called about our bathtub drain not closing. We were told someone would be out. When no one showed up, a week later, we called back to find out it would not be repaired and we needed to pick up a stopper from Self-help. Nobody bothered to let us know this. The second time we had called to have someone spray for carpenter ants. The lady said it would be a week or two because there is only two people to handle that. Nobody ever called or showed up. that was several months ago. There is no follow up at this office to make sure the jobs are carried out.*

*(Marine Corps, E-5, Kaneohe Bay, Male, first assignment, Kaneohe)*

*When calling for maintenance, it takes a long time, if at all, for the contractor to notify you to set up a date/time for the repairs to be made. Also, when the date/time is set, you're usually told "between the hours of," such as between 1000-1500. For those who work, it's impossible to take that much time off from work to wait for a repairman.*

*(Army, E-5, other, Female, first assignment, Mendonca Park)*

**Appendix B**  
**On-Base Housing Frequencies**

## On-Base Housing Frequencies

Table B-1 presents summary information of the response frequencies of the comments on On-Base Housing tabulated according to category.

**Table B-1**

### Summary of Response Frequencies According to Category

Category Name	Response Frequency
<b>On-Base Housing</b>	
Conditions and Maintenance	64
Yard and Fence Issues	13
Pest Control	15
Security and Safety	33
Pets	13
Contractors	21
Self-Help Stores	19
Comparisons	6
Miscellaneous Problems	79
<b>Total</b>	<b>263</b>

Table B-2 presents summary information of the response frequencies of the comments on On-Base Housing tabulated according to Housing area. Only those Housing Areas represented by a comment are listed.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, whether it is their first assignment in Hawaii, and in which housing area they reside.

#### **Condition and Maintenance**

*All the quarters in my area need painting, especially the eaves and wood trim. The wooden areas have been neglected for so long that the weather is damaging the unpainted surfaces. The Self-help Store doesn't handle exterior paint. The kitchen cupboards in our area are being replaced as people move out. We are staying in the area for a second tour and not moving. Do we have to put up with old and inadequate cupboards for another four years?*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Catlin Park)

*Area immediately around Halsey Mini-Mart (i.e., common grounds) needs cutting/cleaning. Some lanais throughout housing (i.e., shabby, ill-kept) should be removed. Gives "trashy" appearance to housing. Many lanais need removal! More frequent inspection? Stricter enforcement against major auto work in housing, much grease, odor, etc.*

(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Catlin Park)

*The military housing units need more cabinet space in the kitchen and bath (and closet space).*

(Army, E-7, Naval Base Pearl Harbor, Male, not first assignment, Catlin Park)



Table B-2

## Summary of Response Frequencies According to Housing Areas

Housing Area	Response Frequency
Aliamanu	10
Barbers Point	11
Camp Stover	5
Catlin Park	13
Ford Island	5
Fort Shafter	12
Halawa	6
Hale Moku	7
Halsey Terrace	12
Hana Like (802)	6
Helemano	20
Hickam AFB	13
Hokulani	8
Iroquois Point	13
Kaneohe	13
Little Makalapa	1
Lualualei	4
Makalapa	5
Maloelap	5
Manana	7
McGrew Point	7
Miller Park	5
Moanalua Terrace	15
NCTAMSEASTPAC	2
Pearl City Peninsula	13
Puuloa	5
Radford Terrace	7
Red Hill	5
Schofield Barracks	14
TAMC	3
Wheeler Army Airfield	11
<b>Total</b>	<b>263</b>

Note. Hickam AFB = Hickam Air Force Base, NCTAMSEASTPAC = Naval Computer Telecommunications Area Master Station Eastern Pacific, TAMC = Tripler Army Medical Center.

*Exterior of our housing has not been painted in 8 years. Why are we wasting water in common areas anyway? Why does it take 3 people to say that a bathtub needs replacement? Why do we award "yard of the month" to whoever plants the most bushes and flowers, when in the meantime, the unit is falling apart due to neglect? Other parts of the country use the "unit of the month"*

*award, given to whoever has done the most to materially upgrade their unit! Why are we paying contractor people to water common areas too infrequently, to be of no value when other material condition repairs could be done by these people?*

*(Navy, E-9, Naval Base Pearl Harbor, Male, first assignment, Catlin Park)*

*Would like to see another shower in our unit, preferably in master bedroom bathroom. Why is it required that the stained wood be painted over? Most residents would much rather have the stained wood instead of being painted over, especially because of the extremely poor quality of work by painters and the cheap paint applied with no preparations to surfaces.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Catlin Park)*

*I think it is ridiculous that the housing inspectors wants the occupants to scrub the red dirt marks off the housing units and fences surrounding the housing units upon their final inspection. When we moved into our unit, those marks were already on the walls outside and on the fence of our unit and every time it rain, we just get more red dirt marks from where the water has splashed up. Miller Park would be a perfect housing residence if it had central air and if there were more parking spaces for guests other than on the street, and if the backyards didn't get so flooded out and remain muddy.*

*(Navy, E-4, Naval Base Pearl Harbor, Male, not first assignment, Miller Park)*

*Miller Park is a nice housing community; however, the upstairs gets considerably hot. I don't believe that 1 ceiling fan is sufficient for the upstairs. Almost every unit has at least 1 a/c but these were bought and paid for by the tenants. Why? Other housing areas have central a/c. No PMS is done on units, that is until it falls apart. Why? In 5 years from now, unless maintenance is done, Miller Park housing will look "less than desirable." Examples: The fence in the backyard. The wood is cheap and is starting to bow. Nails are popping out and the paint is peeling. Why? Will it be taken care of only if enough complaints come in? This is not the way to do PMS.*

*(Navy, E-6, other, Male, not first assignment, Miller Park)*

*Kitchen needs remodeling. Termite damage severe—needs repair, not caught on change of occupant inspection. Trees in neighborhood are beautiful but need attention. The condition of exterior paint is disgraceful.*

*(Navy, O-5, Naval Base Pearl Harbor, Male, first assignment, Ford Island)*

*Overall, I am pleased with my housing and associated services. I am most displeased with premove in exterior painting and repair. The dry-rot and termite damage on the rear of my house is extensive. Exterior painting, especially in areas exposed to sun for most of the day, should be completed at least when appearance demands, one area is so bad I had the housing inspector take pictures to show the damage and still no repairs and no painting was authorized. I acquired paint from Self-help and paid for scrapers and wood putty out of my pocket only to find the dry rot and termite damage so deep and widespread I couldn't fill it all in. No house should be neglected like this.*

*(Navy, O-5, other, Male, not first assignment, Ford Island)*

*Exterior maintenance (painting, carpentry) on these 80 year old Ford Island homes is critically required. Wood rot is pervasive.*

(Navy, O-5, Naval Base Pearl Harbor, Male, first assignment, Ford Island)

*Either screen in the back porches or provide plans for a permanent enclosure that I can assemble myself. A security gate at either end of housing would cut down on the theft in housing. BLOCK 57, LETTER H: Since we are already having money taken out of our pay to live in housing, then why would you want to charge us again? PLEASE RESPOND!?*

(Navy, E-5, other, Male, first assignment, Halawa)

*Put in new drawers, new window frames instead of repeatedly repairing very old ones. Thank you.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Hale Moku)

*There has been no maintenance done on my housing unit for over 4 1/2 years, with the exception of maintenance calls that I personally made. Walking patrols would greatly enhance security in housing.*

(Navy, E-8, Naval Base Pearl Harbor, Male, first assignment, Halsey Terrace)

*The main problem in our housing unit is lack of total storage space and bathroom storage. Also, the response to emergency calls is great, but some of our routine calls have never been answered.*

(Navy, O-4, Naval Base Pearl Harbor, Male, first assignment, Halsey Terrace)

*The houses in Halsey Terrace really need some paint, especially on carports and trim.*

(Navy, E-8, other, Male, not first assignment-Halsey Terrace)

*Housing is being allowed to deteriorate. Badly need scraping, patching, and painting. Kitchens need updating and there should be regular spraying for pests. These are not frills. They are basics.*

(Navy, O-6, Naval Base Pearl Harbor, Male, first assignment, Makalapa)

*I am dissatisfied with the safety/appearance of my lanai floor (uneven stepping stones, collapsing on end). I pointed out problem to inspector and requested a poured slab—he said “too expensive.” I then requested that collapsing stones be stabilized by a small retaining wall—workmen came and stacked up loose bricks under stones and made a bad situation more hazardous. I also asked for my carport to be painted in Sept. 1990. In Sept. 1991 it was finally painted. I recommend additional off street (preferably covered) parking be provided in Makalapa housing—sun takes a terrible toll on unprotected parked cars and cars parked on street constrict traffic and provide hazard to people walking/children playing in street. Two covered stalls per unit are a must. Makalapa has no sidewalks and so all foot traffic and children vehicle-riding must occur in street—not very safe. Finally—recommend Towers Pool have lap swimming hours of 0600-0800 to allow prework workouts.*

(Navy, O-5, Camp Smith, Male, first assignment, Maloelap)

*Overall, my housing area is pretty good. The only problem I have is the age (30+ years) of units in Hawaii. And the lack of a/c units. With AMR being the only place with a/c. Also, my bathrooms need remodeling BAD! Also, the child care problem is just out of hand. But understand this is a national problem. Just one other thing. Moanalua Terrace looks worse than a lot of mainland housing projects. It's a disgrace to the housing office. And the Navy people who have to live in them.*

(Navy, E-5, Naval Base Pearl Harbor, Male, not first assignment, Manana)

*Many of the military housing units are in need of exterior/interior painting, remodeling. I was forced to take this house and it was in very poor condition. We had to be moved to TLA three times to do extensive repairs to the quarters. They never really fixed the roof and it leaks. On/off we have been told it needs a whole new roof and there wasn't any funding. Suggestion: In this day-and-age in the military when there is a draw down and military families are shrinking, I would take this time to do some serious house repairs or just tear them down. But don't force families to live in substandard housing. If we could afford it, we would live off base!*

(Marine Corps, E-7, Hickam Air Force Base, Male, first assignment, Manana)

*House was repainted. We were told to get paint from contractors ourselves to use on area where our window a/c unit prevented them from painting. This is ridiculous! I don't mind painting those areas before I move out, but the Navy should supply the paint, not tell me to track down the contractors and get it from them, and then keep it for 1-2 years until I move out!*

(Navy, E-8, Naval Base Pearl Harbor, Male, blank, Manana)

*Quality of the house (and all at McGrew Point housing) is poor due to old age, termite infestation, poor construction with easy access by poisonous insects and geckos, which leave excrement everywhere. Plumbing is so bad, the disposal cannot be used as it was designed!*

(Navy, O-5, Naval Base Pearl Harbor, Male, first assignment, McGrew Point)

*I live in McGrew Pt. housing. When we moved into housing, our dishwasher was inoperable. We were told that PWC no longer fixes dishwashers. Meanwhile, in Radford housing, recently remodeled, you're installing new dishwashers. I think after 16 years in the navy, we should at least have an operating dishwasher. It's not a luxury. In Halsey Terrace, they have built-in dishwashers along with remodeled cupboards. It appears that the higher your rank here, the fewer conveniences you have. Also, our unit lacks storage space; small, shallow closets. Kitchen floor in poor repair. Very old, many stains, gouges, basically an eyesore.*

(Navy, O-5, Naval Base Pearl Harbor, Male, not first assignment, McGrew Point)

*Housing at McGrew Navy Housing was fine except for continuous bug problems, particularly carpenter ants and termites.*

(Navy, O-4, Hickam Air Force Base, Male, first assignment, McGrew Point)

*Rain gutters in my unit had been badly worn. I asked the PWC about this and I was told it's a "do it yourself" job. I don't have tools, materials and capability to do this. I'm not a carpenter! As a result, rain water drips into the cemented front of my windows, water accumulates outside and*

*slowly goes through the wall and floods my rooms. Repairs were never done. My unit is a three bedroom, but had only one bathroom, no bath tub. Overall, Moanalua Terrace Housing units really needs upgrading, building inspectors should come and check the material condition of the housing units.*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)*

*The housing in Hawaii is very run down and very old. It seems to me that because I am a service member that I am meant to live like a second class citizen. The housing that I had in San Diego, CA was excellent. We lived like we were part of the community. Here I feel the people on welfare live better than I do. I think it is time to improve on housing here in Hawaii. I also cannot understand why officers are able to have housing. They make quite a bit more than enlisted personnel. I believe it is time to take a second look at this.*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)*

*The foundation of the unit is cracked. The wood on the back of my unit is rotted and has been since I moved in. The bathroom needs to be larger with a sink and counter. A bathtub wouldn't be bad either. The only reason I took this unit is I needed a place to live and it was the only one offered to me that I could get all of my furniture in.*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)*

*If I would have known that my stay in housing would have been this bad I would have NEVER moved into housing!!! It's BAD!!! All families with pets should have their own housing area.*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)*

*I work on Ford Island not actually the Naval Station; a boat ride across the Harbor. We've had a crack in our wall from ceiling to floor since we moved in that lets rain, bugs or whatever else comes in as it pleases. We've called housing, have a reference number, however, no repairs have been made. Our house is termite infested to the point where it constantly looks like dirt on the floors, in corners, etc. The lighting in our area is very poor at night. Centipedes roam freely through our unit. The painting on the outside of all of Moanalua Terrace units hasn't been done for years and its peeling reveals the badly rotted wood. Inspectors only say, "Renovations aren't being done in this area because a new area is being built and once it's completed personnel will just be moved into the new area."*

*(Navy, E-4, other, Female, first assignment, Moanalua Terrace)*

*Housing units should be much better maintained, especially outside appearance such as painting. I have paint peeling from the side of my building and some are as big as a washing machine. This housing has no bathtub or carport and is way too small. In any other area besides Hawaii, this would be considered inadequate housing. Example: Mare Island (Vallejo, CA) has a bathtub and is somewhat larger, but in the same condition and is considered inadequate housing. Why doesn't the same rules apply to Moanalua Terrace in Hawaii? It should not matter what the civilian housing is like. We as military members should live with the same standards no matter where we live or at least be compensated for it! This is not a matter which should be considered in the future but should be taken care of now!*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)*

*Climate control should be a major point to improve upon. It is a problem. Some military housing on this island have central air, others have outlets for personally owned a/c's. And some have nothing. This should be rectified if housing is truly fair.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)*

*My housing unit is very old and in disrepair. It's very difficult to arrange for repairs with housing personnel. Simply put, they give us the run around on to whom to talk and when the job will start. We gave specific discrepancies during initial inspection and nothing was done for six months! UNSAT. Biannual inspections should be done and problems with units brought up then and fixed quickly.*

*(Navy, O-2, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)*

*When a schedule for power outages etc. is put out contractors should follow the schedule or else why put a schedule in the first place. General condition of my quarters is substandard; you wouldn't see a civilian living in these quarters—in fact my housing in Guam was better than these units will ever be unless of course they are leveled and new units built. As far as the housing office goes, either the phone lines are busy or people just politely blow you off!*

*(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Radford Terrace)*

*Our housing area has a severe termite problem. Prior to moving in, only "patch work" repairs were made which only delayed a long term solution (e.g. ALL soft spots in floor should have been repaired vice just one area).—Recently our housing area was painted (with minor exterior repairs) by an outside contractor. Overall, they did a very poor job, little attention to detail, and the paint is already starting to wear through. (Also, our gutters are in poor repair).*

*(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Red Hill)*

*We live at AMR. Our unit has no siding—only stucco, and it is in great need of paint. The common areas are not watered enough and grass is usually dead. I feel the general upkeep of our housing has been lacking—outside of doors were not painted, sinks needed to be replaced (enamel worn off) bathrooms were papered in dark green paper which was moldy and peeling. We were told it was not a priority for housing. (We stripped and painted them ourselves). Floors had 4 different colored tiles. Red dirt was on the floors and it was waxed over. The playgrounds are watered infrequently—grass is usually dead. The swings are usually broken—have only been replaced when I have called. Our outdoor lighting is on a timer, is on during the day, not at night. Houses need to be sprayed periodically for insects. This is only done once, before you move in.*

*(Navy, E-7, other, Male, not first assignment, Red Hill)*

*Coral Rose housing should be considered substandard. The walls leak, pest control is almost impossible. The front windows are jealousies and provide no security whatsoever. The houses are surely unstable. I hear my neighbors all the time. I wouldn't pay \$100 a month rent to live in a place like this. Children are always unsupervised. Our park is unusable due to fire ants. I see children and teenagers in the road. Overall, I consider Coral Rose housing area a slum.*

*(Army, E-4, Barbers Point, Female, first assignment, Barbers Point)*



*I've never heard of the housing hotline. Your letter said I would be heard and I hope that's true. People on welfare have nicer housing. I live in a dump—substandard housing—no air conditioning, portable dishwasher which blocks my access and works poorly, a half-size bath tub, tile floors which look dirty no matter how much I clean them. I mean, this place is BAD, I have no vent for my dryer. I called housing to see about getting a hole cut into the lanai wall for a dryer hose, but they never called me back. There are lots of bugs because of all the cracks. I have field mice because of this, too. No garage, no carport, no storage area. My kid's toys disappear because we have no place to put them. I love Hawaii, but I HATE Coral Rose housing.*

(Navy, E-6, Barbers Point, Male, first assignment, Barbers Point)

*The carport at my residence is in danger of falling down. The condition was reported approximately 4 months ago. To date, only "caution" tape and three pieces of wood for temporary support indicate a concern for a safety hazard. The number of large trees near units should be reduced. Shallow soil causes root systems to undermine foundations causing structural damage.*

(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Iroquois Point)

*My family recently came to Hawaii and they were appalled at the exterior condition of the housing units in Iroquois Pt. The paint is chipping badly and the units are beginning to look like ghetto housing. The government would SAVE money by maintaining the units better. Also, I have noticed that officer housing areas are well kept while the enlisted housing is left in disrepair. Our kitchen needs remodeling badly and the closet doors, (all) are all terrible as far as coming off the tracks. Our bathrooms are in need of extensive remodeling with a need for cabinet or shelves installed. The windows in our home are not at all secure. I locked myself out and it took my neighbor less than 5 minutes to get into the house.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Iroquois Point)

*Iroquois Point housing is in terrible state, and many units should be torn down! Compared to my mainland housing, this is a disgrace! For a family of 5, we went from 2400 sq. ft. of living space in San Diego to only 1058 here in Hawaii. I was told before I came here that the "Navy is the biggest slum lord in Hawaii!" I thought it was a joke until I was assigned Iroquois Point housing! I was told by the housing office that it was O4/O5 housing; however, if I moved out tomorrow, it could be assigned to an O1/WO1. Regardless, most of the homes there are not fit for an E-1! The Navy should be ashamed!!*

(Navy, O-5, Naval Base Pearl Harbor, Female, first assignment, Iroquois Point)

*Families who are willing to do so should be supplied with exterior paint so they can repaint themselves. Not only will this save government money but keep our housing area cleaner. Exterior house painting is needed in our housing area.*

(Navy, E-5, Barbers Point, Male, first assignment, Lualualei)

*Housing inspectors do not enforce nor follow up on complaints regarding overgrown bushes, failure to mow and water lawn even though the inspectors have said they have issued warnings and tickets. Security needs to enforce the rules regarding unattended children running the streets. Numerous children 2 to 4 years of age are out without supervision of any kind for a good portion of the day and at times into the evening.*

(Navy, E-5, Barbers Point, Male, first assignment, Puuloa)



*Should let residents paint units using paint and materials issued by Self-help or refund residents at least a 50% off spent money for materials used. Also, lanais are good idea for keeping small children off the streets when units aren't supplied with fences.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Puulooa)

*I feel that closets and bathroom cabinets should be thoroughly inspected between occupants and repairs or replacements made as needed. This would save time and money in the long run on maintenance calls. Many of the units in our area have damaged drawers and scarred doors and cabinets from previous occupants and the unsightliness of these has an effect on the satisfaction of the tenants. Also an effort should be made to match floor tiles when replacing broken tiles.*

(Navy, E-6, Barbers Point, Male, first assignment, Puulooa)

*Quality of original materials used to build the housing was terrible. This lack of good quality materials is causing serious, cash intensive repairs, as the housing grows older. The main problems I have noted to date are improper landscaping prior to construction to ensure water runoff did not occur. This is causing the foundation to settle as more and more the foundation is undermined by the water. This problem continues as the exterior walls settle and serious cracks in the floor and ceiling develop. Poor choice of original construction materials, i.e., particle board, and possibly even substandard nonreinforced concrete. I have been involved in carpentry work for most of my life. We have a simple saying, "you get what you pay for." This housing demonstrates that saying.*

(Army, E-7, Naval Base Pearl Harbor, Male, first assignment, Aliamanu)

*The flooring and floor board are terrible. No matter what I do to try and clean them up, nothing helps. When our move in inspection was done, I had to take care of all maintenance that WAS NOT DONE before we moved in. The inspector was crabby and very unpleasant. There is one row of tile in our house, which is the length of our house, different from all the other tile. Looks terrible!!! For 8 months we have been trying to get a new fence because ours has been eaten by termites, also inspector was supposed to take care of some molding in closet—NOTHING HAS BEEN DONE YET! It's been a year!*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Aliamanu)

*My quarters are of the poorest quality I've occupied or seen in almost 23 years in the Army. They were filthy when I signed for them (Jul '92); routine repairs had not been accomplished; appliances were rusty, bathrooms were dirty and bath tubs were cracked and ill repaired; and the outside exterior was filthy and in bad need of painting. The bedrooms are so small that my children have to put their dressers in the closets so their beds fit the room, and they cannot hang their mirrors. There is no back exit, only one front entrance. Back of quarters are on a hillside and is approximately 40' from the upstairs to the ground. Certain death in case of a fire if we are upstairs and cannot get to the one exit. The exterior was so filthy that I bought paint myself to paint the entrance way to present a dignified appearance. Housing for E9's at Ft. Shafter is horrible. I consider it a degradation to my family, my rank, and profession to have to live in substandard conditions after so many years of service.*

(Army, E-9, Schofield Barracks, Male, first assignment, Fort Shafter)

*My biggest complaints about Fort Shafter housing are: Housing is in very poor shape—No gutters—Walls cracking, in some cases severely—Why are occupants at Hickam inspected every week (yards), while many yards have not been mowed/trimmed in months here at Shafter?—Locks on doors are very flimsy and could probably be broken with an easy kick—Inspector(s) failed to take action on several items noted when I moved in. Took over two months to get me a new screen door and it is in pretty pitiful shape as well. No enforcement of quarters upkeep—Yards, yards, yards—we're in bad shape!—General appearance is poor. Trash, leaves, dirty unkept quarters. Take a look at Hickam AFB and then at Shafter. Obviously, they are doing something right.*

*(Army, E-7, Fort Shafter, Male, first assignment, Fort Shafter)*

*We are currently living in the Ft. Shafter Flats housing area. Our main concern is for the exteriors of the units. All the units have the paint peeling from the outside and most of the wood on the units exteriors are rotting. The main post (Fort Shafter) had all their units redone. We have tried to find out why the Flats area had been left out. Most residents feel it is because we are not a highly visible area and "only" junior enlisted personnel are assigned to these units. Any information on this subject would be welcome.*

*(Army, E-6, Fort Shafter, Male, first assignment, Fort Shafter)*

*I live in Ft. Shafter Flats and the housing on the outside is an embarrassment! I've lived here three years and have been promised siding on the house and to no avail. We haven't had anything done yet. I would like to know what the problem is about the outside of our houses. I really enjoy living in the Flats, I have excellent neighbors and friends down here. My house inside is very presentable but my outside is disgusting! I don't think it's fair that on Ft. Shafter the housing all over post (even up at McComb) have siding and paint on their houses and we don't. Is it because we're back away from everyone that it shouldn't matter? We have had a dishwasher, a lanai, carpet on the stairs (that was laid sloppily) installed, all fine and well. But I would have preferred my outside of my home done before anything of the other things were installed. The treatment that we, the residents of Ft. Shafter Flats, get is truly "UNFAIR!" It's like we're being punished.*

*(Army, E-6, other, Male, first assignment, Fort Shafter)*

*The housing conditions in Shafter Flats is detrimental to the well being of its occupants. We should be able to make improvements to the outside and porches. The termite problems should be resolved. Overall, we are very appreciative of the housing service provided us. But after 16 years of living in government housing, I must say that Shafter Flats is in the worst condition. Housing affects the entire family and should be better in an overseas or isolated environment. Thank you for taking the time for the survey. We hope it will have a positive effect on service members in the future.*

*(Army, E-6, Tripler Army Medical Center, Male, first assignment, Fort Shafter)*

*In my 24 years of service, the government quarters in Hawaii are the worst I've seen or lived in. As a Sgt. Major, I must say with conviction that there are E4's and E5's who have better quality quarters. The chain of command obviously has little regard for senior enlisted soldiers. As far as the quarters on Fort Shafter, I believe they were engineered by a total moron. The layout stinks, the noise levels are horrendous, the plumbing is the pits. Shafter Flats is even worse, the exterior*

*upkeep is pathetic. If it was a soldier's responsibility for their overall condition, he'd be charged with gross negligence and court-martialed. Even at that, the Navy is the worst of the worst.*

*(Army, E-9, Tripler Army Medical Center, Male, first assignment, Fort Shafter)*

*The condition our quarters were in when we moved in was deplorable! The cleaning team waxed over scuff marks and dirt, neglected cleaning under fridge, stove and dishwasher and didn't wipe out cupboards or drawers. When we left Ft. Lewis, I had to "pay" a cleaning team to clean my quarters to ensure its cleanliness and then I arrive here to having to clean my new set of quarters myself. Somewhere I don't see the fairness in this. Then when we signed for quarters, supposedly the inspector checked all appliances and fixtures to ensure they were all working. "Surprise", they didn't. We had to replace stove, refrige, repair garbage disposal, and have the plumber fix faucet in bathtub that was leaking down into our kitchen (twice). This was all in a 1 month period. It wasn't considered an "emergency." I feel you need to check up on these people (cleaning teams, maintenance personnel and mostly inspectors)! These people are wasting government funds, which I think is fraud! I came from a place that cared to a place that time forgot!*

*(Army, E-6, Fort Shafter, Male, first assignment, Tripler Army Medical Center)*

*I feel that a periodic check of the house should be done. Our house is 2 years old and everything is breaking all at once. Preventative maintenance would be cheaper than having to have everything repaired or replaced. I feel that the person who is in charge of our community should give more tickets for overgrown lawns. Someone is very lax. It is embarrassing when company comes to visit and the first lawn on your street is 3 feet high. They should have been kicked out of housing long ago.*

*(Army, E-4, Schofield Barracks, Female, first assignment, Heleman)*

*Painting in quarters is BAD! Walls are not properly repaired and sanded smooth before painting. Dirt, sawdust and even an occasional gecko or insect is painted over. The wrong type ceiling paint was used at some point in the past so now the ceilings are continually peeling and flaking—very unsightly. Paint droplets on the floors also show unprofessional work ethics. Caulking around bathroom fixtures looks like a child did the work. Professionals should turn out professional looking work.*

*(Army, O-6, Schofield Barracks, Female, first assignment, Schofield Barracks)*

*We have generally been satisfied with our living quarters. We try hard to keep up good maintenance, inside and outside; however, the times when we have not been able to do the upkeep ourselves and had to call for assistance, have been very poorly responded to. Our bathtub continually backs up. I take it apart, clean it and plunge it weekly. There must be something wrong further down the drain. I've called it in 4-5 times with no permanent resolution to the problem. Presently, it has been about a week since I called it in. It took three dishwashers and two plumbers to get a dishwasher that 1/2 way works. It still doesn't dry the dishes. We had an inspector come and tell us we need a dedicated outlet for an a/c application. That was Sept. 1992. When I've called to follow up, they can't even find our application. Our oven cooks too hot; the dryer takes two full cycles to dry one load of clothes; the resurfacing of our bathtub is disgusting. HOWEVER, we understand that you'll never have perfection. We keep striving. Overall, though, we're very happy to be in government housing here in Hawaii.*

*(Army, O-1, Schofield Barracks, Male, first assignment, Schofield Barracks)*

*Many units I have entered, belonging to either friends or acquaintances, appear to have the same problems. I speak of the older models where not only the glass slats are bent and unusable for any real reliable purpose, but entire frames are loose from the block foundations, shifting in some instances entire inches. Sometimes I have noted entire corners pulling free as these people install or remove units to cool their homes. I find not only the glass, due to its fragile, splintering nature, a hazard to health and safety, but the entire design itself is not in any way shape or form conducive to energy efficiency.*

(Navy, E-6, Hickam Air Force Base, Male, first assignment, Hickam Air Force Base)

*When designing new units, make them larger. Bigger bedrooms is most important. We brought some wall units for clothes with us, and could not get them up to the bedrooms because the stairway and hallway were too small to maneuver the units through. Thus, we have most of our bedroom furniture in our living room and can barely move around in our living room now. Pests are a real big problem. Can't there be more done than using some weak spray given by the Self-help Store? Roaches and ants are a real big problem for everyone.*

(Air Force, E-6, Hickam Air Force Base, Male, first assignment, Hickam Air Force Base)

*Of the housing I have seen since moving to Oahu, it all seems in great need of renovation (especially the outside of Pearl Harbor housing and the bathrooms/kitchens of Hickam housing). If renovations and maintenance were done on a regular basis, it would be much more pleasant to live here. Renovations and maintenance need to be done right—not in a half-hearted way. I just moved in 3 months ago, and my cabinets are falling apart and the paint is peeling everywhere.*

(Air Force, E-5, Hickam Air Force Base, Male, first assignment, Hickam Air Force Base)

*On base housing in Hawaii should be: Larger—3 and 4 bedroom with only 1000-1200 sq. ft. is really too small. Constructed of cement or blocks not wood. Construction of Fed housing must be inspected and Fed codes should be enforced, i.e., plastic piping in Flightline area housing. It is less than 15 years old and needs replacing. I have lived in base housing at four bases, Little Rock AFB, Clark AB, Kadena AB, and Hickam AFB. Kadena is by far the best I have seen, then Little Rock, and Clark. Hickam is the worst.*

(Air Force, E-7, Hickam Air Force Base, Male, first assignment, Hickam Air Force Base)

*I am deeply resentful of the air conditioner rules which allow me to have only 1 low BTU a/c. Most quarters have central a/c's which keep the entire house at a comfortable level. We are allowed to have one small a/c/ to huddle around if I pay to have a civilian contractor install an outlet. My children are home during the hot months and my wife works nights. Allow me to install enough BTU to cool the house. I am constantly being bothered by a PM check for the house, fire inspection, pest inspection, contractor inspection, etc. Are these my quarters or yours?*

(Marine Corps, W-4, Kaneohe Bay, Male, not first assignment, Kaneohe)

*The windows in our unit are unsat (glass sheets that overlap) the air is always on. Not energy efficient. Would like to see trash cans at all the play grounds. Who is responsible for cutting the grass at the play grounds?*

(Navy, E-4, Kaneohe Bay, Male, first assignment, Kaneohe)

*All housing should have a/c installed. One should not have to purchase their own to keep house cool.*

(Marine Corps, W-2, Kaneohe Bay, Male, first assignment, Kaneohe)

*The units we live in look like the slums. The outsides as well as the insides are falling apart. We have no choice but to live in them to due financial situation. When we were offered housing, they told us to take this unit which was offered to us or move into town. I feel for morale reasons, these old units need a lot of upkeep and remodeling. Everyday something breaks down, and the inspector will come out and tell us to wait until it gets worse or unlivable, then call us. Well, I have never lived in such a broken down home and we are so embarrassed, we don't even want our relatives to visit. I also think there needs to be some kind of help for the wives while the men are deployed; help with house repairs, lawn work, etc.*

(Marine Corps, E-5, Kaneohe Bay, Male, first assignment, Kaneohe)

*The new Section 802 housing on Kaneohe has the worst energy efficient floor plan, which in my opinion borders on criminal and at least incompetent. A two-level townhouse with two windows does not allow for air to circulate through the unit at all. And what "Insetting" put the air conditioner opening downstairs, cool air does not rise! When not in the unit, the lower level is all doors so all must be secured, thus we run our a/c continuously. Not to put in energy efficient central air in these units should cost someone their job because is costing the government a fortune to inefficiently cool these beautiful saunas. The upstairs one level units I hear are even worse! God help the junior enlisted who can't afford an air conditioner and may have a newborn who may not be able to cope with the heat.*

(Marine Corps, E-6, Kaneohe Bay, Male, not first assignment, Hana Like (Section 802))

### **Yard and Fence Issues**

*Mowing of lawns should not be done before 9 a.m. Watering of lawns is currently excessive. Ease up on the rules for this aspect of yard care. Too many yards, including mine, are mostly dirt, sticks, stones, and pebbles. Reseed or provide good sod! All this dirt, etc., is very dangerous when mowing. There are no provisions for handicap chairs or strollers on majority of sidewalks—pathetic. There is a big dip in the road when entering Kalali Street from Catlin Road. This dip is absolutely unnecessary, it serves no useful purpose. Fill it in. Birds roosting in carports. Become informative on how to combat them or improve the carports so birds can't roost. The bird droppings are excessive and not sanitary/healthful for children or pets, not to mention spending hours of time and wasting gallons of water cleaning your car. Spray yards for insects as well as houses. All these things are deserved by housing residents and easily fixed., These problems don't exist as much in officer housing. Get with it!*

(Navy, E-6, other, Male, first assignment, Catlin Park)

*We have had two main problems with our housing unit. Trees/shrubs that should never have been planted (they're too close to the house). We can't get anyone to remove them. The request was made beginning of April '93. One large tree is lifting up the sidewalk creating a breeding place for centipedes. When we do get through to the office, inspectors aren't there and they don't return the*



*calls. Patches and repairs made of holes in the walls prior to our move in are very poorly done. They are very obvious, and we have a hard time finding ways to cover them up.*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Halawa)*

*We were told that to build a fence, all materials would have to be purchased by us—housing or Self-help would provide nothing except a post-hole digger (as per a clerk). Paint on most houses is peeling outside. Houses beginning to look slum-like. Individual housing offices should have the authority to approve the location of fences on a unit-by-unit basis. In our area, not all units have "front" doors that face the street and "back" doors are actually on the right and left sides of the house. The lanai and sliding doors face the rear of the lot. . . this would be the most logical placement for a fence; however, we were told that all fences must be in the "back" of the house, which is opposite the "front" door. It is illogical to have a uniform rule governing quarters that are not uniform in placement.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Iroquois Point)*

*Fencing—Would like to see turnaround time for approved fencing shortened; also if occupant does not have a back yard, an exception should be made for a permanent fence to be installed in the front yard which does not have to be removed upon transfer. (Feel consideration to people with small children should be given when first assigned housing to try and provide them with fenced in yards vice just couples or adults without any children.)*

*(Navy, E-6, other, Male, first assignment, Hale Moku)*

*Need to fix fence in playground at Hale Moku Housing. A child almost fell into traffic by climbing under rip in fencing. Need to purchase more link fence for housing areas and be less stringent on fencing rules, just as long as appearance is satisfactory. Install more fire alarms in neighborhood and smoke detectors in housing.*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Hale Moku)*

*Housing should discontinue issuing shrubs and plants, put the money into simple in-quarters projects (i.e., place and press tile, colored paint, wall paper, etc.).*

*(Navy, E-7, Naval Base Pearl Harbor, Male, not first assignment, Halsey Terrace)*

*Comments: Our hedges were removed and so was our privacy. We were told to plant grass. Assistance with a new hedge that was termite resistant would be nice. We have had good maintenance but our interaction with the people on the telephone have been mixed. From excellent and pleasant to rude and stupid.—We have people walking, strolling, what have you in our yard. My yard doesn't really need a square fence, but some type of fencing arrangement or go back to a hedge. My biggest problem is not being able to solve this problem. I don't think my complaint is isolated. I have seen all sorts of "illegal" fences, strings, and signs put up to keep those unwanted strollers out of our yards. I vacillate between spending my own money or putting up with the traffic.*

*(Marine Corps, E-6, other, Male, first assignment, Halsey Terrace)*

*If you want housing residents to maintain the lawns: The lawns should be turned over in a good condition. A required amount of top soil should be provided. A proper amount of grass seeds should be provided. I live in an end unit, and when residents in the other units use water or water the lawn I lose water pressure.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)

*The waiting time for fences is excessive. I was on the list for over a year. I tried to apply for a lanai, but was told no applications were being accepted because the Pearl Harbor housing office was trying to come up with a standard plan. It's been eight months and still no plan. There is no insulation in the walls between the housing units in Puuloa. A baby cries next door and we hear it like it's our own. When a water pipe broke in the housing unit next door, it flooded my unit also—seeping through the walls. On the plus side, security in this area is excellent.*

(Navy, E-8, Barbers Point, Male, not first assignment, Puuloa)

*The walkways in the community areas of Helemano are not kept cut and it is hard to walk across the weeds. Also housing regulations that say the yards will be kept mowed should include the backyard. Some houses have weeds as tall as their fences. Living in government housing is a privilege. Let's enforce the rules so occupants realize what a privilege it is. Gutters in the new areas of Helemano are a hazard. Children can get into these drains. A cross bar on these drains would stop balls and toys from going down and discourage (prevent) children from entering these. Let's do something before a child gets hurt or killed.*

(Army, E-7, Schofield Barracks, Male, first assignment, Helemano)

*Overall, I am satisfied with my quarters. However, I do believe that stricter lawn care rules should be introduced and enforced. Simple edging is overlooked by all. Major weeding is very necessary on my block. Some occupants only mow (weeds and all) and refuse to do any more work on the yard. I would like to see more plants offered by Kamaina fix-it store. Also larger variety than Periwinkles and other filler plants. This is a tropical island. How about some inexpensive tropical plants (Ferns, Caladiums, Hibiscus, Mondo Grass and things of this variety) that will give the area a nice "Hawaiian" look. I really appreciate the recycling program you have. It's very easy to recycle when someone picks it up at the curb. I wish it was mandatory for all occupants to recycle.*

(Army, E-5, Schofield Barracks, Male, first assignment, Helemano)

*Frequent spot inspections of Capehart housing would reveal the "once a month" lawn cutters and the amount of people who have ordered and received fencing, but have never installed it! I live on Elrod Street and have a unit behind me who has had fencing for approximately 1 year and yet never has attempted installation. If the housing grounds have been routinely inspected, how could this have been allowed to go on so long? Cost crunch? The most frequent problem I have is the size of the units. I have a 10 and 14 year old. With three bedrooms, the house feels like an apartment. Also, there is little or no outside storage space! The amount of power outages is totally unsat!*

(Marine Corps, E-7, Kaneohe Bay, Male, first assignment, Kaneohe)



*Build a wall behind our house and back fill to get rid of the hill. Put a fence on top of the wall for safety. Or if not do that, just put a fence behind the house so it doesn't become a short cut. Too many extra people living in housing—like on Dias Place, one house must have 10 people in it (married) to "locals."*

(Marine Corps, E-9, Camp Smith, Male, not first assignment, Kaneohe)

### **Pest Control Issues**

*Housing should be spraying for bugs (ants, cockroaches) more often. It is a real problem.*  
(Navy, E-9, Naval Base Pearl Harbor, Male, first assignment, Catlin Park)

*Overall, I consider this one of the worst houses I have lived in. Pest control is almost non-existent. Overall, the quarters I occupy are drab and dreary. Since I plan on retiring in Hawaii, once I scrape enough together for a down payment, I will vacate government quarters—thankfully.*  
(Navy, E-7, other, Male, first assignment, Catlin Park)

*Pest control should be conducted and monitored more frequently. Some housing units have covered parking. All units should have covered parking. Plumbing in my unit is poor, has been worked on but problem not resolved. Not enough electrical outlets in housing unit. Housing units are too old, need to be refurbished or replaced. Window coverings (drapes) should be available to residents without charge. Outside should be painted more often or supplies available without charge to residents.*

(Navy, E-4, Naval Base Pearl Harbor, Male, first assignment, Hale Moku)

*I would "love" to know the last time the outside trim and wooden doors were painted. . . 1960 something? PEST CONTROL on exteriors SHOULD be monthly. Contract someone. The housing areas are old and termites and ants are everywhere you look.*

(Navy, E-8, Camp Smith, Male, first assignment, Halsey Terrace)

*Better termite control and treatment necessary. When termite problems are found, they should be correctly promptly and not over 6+ months time. Our house still has termite damage but I have grown tired of complaining and missing work over it. I cannot wait until we (my family and self) depart this military housing area. The misuses outweigh the positives.*

(Marine Corps, E-8, Camp Smith, Male, first assignment, Manana)

*Have had a termite problem for 3 months. Have contacted housing over a dozen times to remove the infested bushes out back containing the termites, and nothing has been done yet. These types of problems need to be taken care of!*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)

*There seems to be a serious pest control problem, in particular "roaches." It seems that if your neighbors have cockroaches, you do too.*

(Navy, E-4, Barbers Point, Male, first assignment, Barbers Point)

*Comments concerning housing units: Pest control is extremely poor in our unit. Pesticides have failed to rid us of pests (centipedes, scorpions, ants, roaches, "termites"). The housing units*

*we live in are past the scheduled home repair/remodeling point. We feel the units should be condemned for remodeling "ASAP"!! Ancient! The assistance we have received from housing is beyond absolute ignored. It has taken an act of Congress to accomplish anything. Civil housing should be available to military service members and their dependents regardless of cost. Civil cost makes it impossible for members with children to consider civil housing.*

(Navy, E-5, Barbers Point, Male, first assignment, Barbers Point)

*The termite situation is unbelievable. If outdoor lights are on you cannot open the door because they will fly inside. The thing I hate most about Hawaii is the bugs. I mean giant waterbugs, termites, ants. You name it, it's here. I'm sure it's not a new problem. The housing office is great, but a lot of energy can and is often put into filing complaints. As a military member, housing maintenance is not at the top of my list, however, after a hard day at the office, I'd like to sit outside to relax without chasing termites. I don't even barbecue in the evenings anymore. Those who deal with pest control can best determine the solution.*

(Navy, E-6, Barbers Point, Female, first assignment, Lualualei)

*When residents need pest control services, they should get them, regardless of how long they've been living in their quarters. The area mayors should be more involved and utilized. They should be contacted for minor problems instead of the M.P.'s who are busy with more important things—then, if, the mayors cannot resolve the issue, M.P.'s can be contacted.*

(Army, E-6, Fort Shafter, Male, first assignment, Aliamanu)

*Biggest problem that we're having are too many roaches. We moved in 1 week short of 1 year of a family that was moving out. We were told no roach spraying or no wall painting or filling of picture holes. VERY UNSAT. Now we're facing with a roach problem and we were told they (housing) won't do anything because the previous family didn't occupy the unit for at least a year. We need to change that policy, if there is one.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Aliamanu)

*There should be better pest control. I have went through ant strips, bug spray and roach control for the last 3 years. We are a clean family, but the ants and spiders and roaches never seem to leave. At least twice a month professional spraying would ease the cost of sprays, strips, traps and good shoes! See ya! Gecko's—yeah right!*

(Army, E-5, Tripler Army Medical Center, Male, first assignment, Fort Shafter)

*Better pest control or a routine scheduled pest inspection should take place. In the TAMC area, 8" centipedes enter the house occasionally. The community (speaking of the TAMC area) is a definite highlight in your program. We like the community here very much.*

(Army, E-6, Fort Shafter, Male, first assignment, Tripler Army Medical Center)

*Because we had so many problems with bugs, we hired Terminex to spray monthly, which is just an added expense for us. The living quarters in these tropical areas should be automatically sprayed for ants, roaches, etc. on a regular routine schedule.*

(Marine Corps, E-8, Kaneohe Bay, Male, first assignment, Kaneohe)

*Pests are overwhelming in and outside our home. Spraying is annoying and does nothing to eliminate the problem. Flying roaches come in under the doorway at night. And ants come in through the windows and are thriving in every room in our home—even though no food leaves the kitchen. This situation is very depressing, and I don't know what else to do.*

(Air Force, E-5, Hickam Air Force Base, Male, not first assignment, Hickam Air Force Base)

### **Security and Safety Issues**

*Security patrols should be made more frequently and not simply driving down the main road. How about foot patrols or bicycle patrols, saves gas, maintenance (tax payer's dollars) and is good exercise as well as a considerably more thorough patrol?*

(Navy, E-5, other, Male, first assignment, Camp Stover)

*I feel that the posted speed limit on base should increase from 15 to 20. It's too damn slow! In Camp Stover another problem is that the gate entering Camp Stover should be reopened!*

(Navy, E-4, other, Male, not first assignment, Camp Stover)

*POLICE patrols: There is a shortage of police officers at NSSD. More police patrols are needed.*

(Navy, E-7, other, Female, first assignment, Catlin Park)

*Security in our housing area is a total joke. DOD police napping in cars at the gate is not security.*

(Navy, E-6, Navy Base Pearl Harbor, Male, not first assignment, Catlin Park)

*Need speed limit sign in our area. Need rumble strips and "playground" signs by the playgrounds in our area. Recommend building all-ages recreational facilities (e.g., 2 basketball courts, 2 tennis courts and a skateboard ramp) on our wide empty ground facing the housing office and another ground facing the mini-mart.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Miller Park)

*We need more police patrols. Base police come through Halawa twice a day. You can't walk ten feet at Hale Moku without running into one. During U of H football games we need security force out here. I've had people urinate in front yard!!*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Halawa)

*SECURITY! SECURITY! SECURITY! Our units are so easy to break into. Please figure out a way to lock the windows! The housing staff is super.*

(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Halsey Terrace).

*Definitely need more security. Only time there was concern for safety was last year during the rapes. More outside lighting would be very helpful. Need more patrols in traffic enforcement.*

(Navy, E-7, Naval Base Pearl Harbor, Female, first assignment, Hokulani)

*Playground along main street (Hokulani) should be fenced in. Neighborhood lighting is terrible. I suggest installing security light fixtures like those in Catlin Park.*

*(Navy, E-7, Naval Base Pearl Harbor, Male, not first assignment, Hokulani)*

*The speed limit (15 mph) is not enforced in Makalapa. I personally called the Housing manager, the Naval Base CO and the Chief of Police at Pearl Harbor regarding this matter. I was told by the Chief of Police that as a result of financial cut backs, he no longer patrolled Makalapa. Somebody is going to get killed or seriously injured if we don't make the residents slow down while driving on Halawa Drive in Makalapa!*

*(Marine Corps, O-6, Camp Smith, Male, not first assignment, Makalapa)*

*Speeding—Radford Drive, through housing, speed limits are constantly violated including passing on double yellow line. Police visibility is sparse. On occasions when I have reported speeders, police response is they can't do anything unless police observe violation. Ridiculous! Recreation—Why is there no swimming pool in housing area?*

*(Navy, O-6, Naval Base Pearl Harbor, Male, not first assignment, Maloelap)*

*There are teen gangs that roam around and no one can prove that they are behind the vandalism, but somehow it just happens. They have reduced the MP on the gate and patrols. My wife says she no longer feels safe and can't wait until we PCS off Island.*

*(Marine Corps, E-7, Hickam Air Force Base, Male, first assignment, Manana)*

*Security comments: McGrew housing area no longer has a guard. Therefore, it is an open base, i.e., civilians can drive through the housing area. Without security guards, traffic becomes a problem, speeding, etc. In addition, the homes are not very secure or built so as to effectively keep out burglars.*

*(Marine Corps, O-5, Camp Smith, Male, not first assignment, McGrew Point)*

*Concerning the question of Security, why are the outside doors in Moanalua Terrace on backwards so that the hinges are on the outside? All someone has to do is pop out the hinge pin and the door can be pulled out, locked or not. Doesn't seem very secure to me.*

*(Navy, E-6, Barbers Point, Male, first assignment, Moanalua Terrace)*

*Speed limits should be strictly enforced and civilians should not be allowed to cut through our areas.*

*(Navy, E-3, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)*

*There are adequate "patrols" in the neighborhood, however, these units are anything but secure. My unit has (slat windows) jealousies that allow the door locks to be reached easily with no evidence of forced entries. There is very little storage space like a garage or work closet or even an extra room. Toys and bicycles must be locked inside or they're easy to steal.*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)*

*Strongly desire to have increased security. Examples: gate guards, roving patrols (numerous), street lighting, speed bumps, etc. Would much like to see increase in quality and quantity of recreational opportunities for all housing communities. I believe that Hawaiian businesses receive approximately fifty percent of their income from military members. It should be about time for the military to become slightly more self-sufficient, at least, in the areas of security, safety and recreation for military personnel residing in housing communities. In this fashion, quality would influence directly, the pride of the military personnel living in those areas.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Pearl City Peninsula)

*Security is a major problem. On a daily basis, the security patrol cars are parked behind the supply sheds out of sight of the roads, reading newspapers. Cars are constantly speeding through Pearl City housing area. It has come to a point that it is unsafe for my family to go for walks around housing. Nonmilitary personnel are starting to make Pearl City housing area their own hang-out area with obviously no attempts to stop or control this problem. Unsupervised pets are also a problem. Cats constantly get into the garbage and fight at night. This is my first time and last time that my family will reside in military housing.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)

*Security car patrols are good but we have a problem with teenagers on foot doing basic vandalism. The policy should be to do foot patrols to stop this. Also, the entrance to Pearl City housing needs a gate guard.*

(Navy, O-2, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)

*Security should enforce "unsupervised children" rules at playgrounds and streets. Security should ticket speeding public buses daily until problem is resolved. All playgrounds should be fenced in, with walkways (i.e., instead of cutting through yards).*

(Navy, E-7, other, Male, not first assignment, Iroquois Point)

*We're pleased with our housing unit. We live on Valley View Lp. We're lucky to have good neighbors. However, the number of kids roaming the neighborhood at night leaves us feeling a little nervous. Also, so many young children running around in the streets during the day.*

(Navy, E-7, Naval Base Pearl Harbor, Male, not first assignment, Aliamanu)

*Military Police should be more concerned with security and safety of our housing area rather than trying to get speeders.*

(Air Force, E-3, Wheeler Army Air Field, Male, first assignment, Helemanu)

*We need speed signs and speed bumps in the new housing area at Helemanu.*

(Army, E-5, Schofield Barracks, Female, first assignment, Helemanu)

*We have had continual security problems in our neighborhood, including a household larceny, strangers loitering in our yard outside bedroom windows, and nonguests or nonresidents parking in our parking spaces. We need more frequent security patrols.*

(Army, O-4, Camp Smith, Male, first assignment, Schofield Barracks)

*We need neighborhood watch programs implemented immediately. Second, there should be no pet quotas and as long as the pets are not a problem. Main thing though is neighborhood watch. Thanks.*

(Army, E-4, Schofield Barracks, Female, first assignment, Schofield Barracks)

*My main complaint about the housing area on Wheeler AAF is inadequate lighting of the streets. I work shifts and come home early morning hours when it is still dark and I feel that having street lights in our neighborhood would definitely make a criminal think twice. The few lights that are around are worthless. They are so dim and have thick covers on them that they don't put out any light.*

(Air Force, E-4, other, Female, first assignment, Wheeler Army Airfield)

*The street lighting on Wheeler is very poor. Something needs to be done about it so there are safer conditions for those who walk, jog, or bicycle at night. I would also like to see the swimming pool on Wheeler reopened.*

(Air Force, E-4, other, Male, first assignment, Wheeler Army Airfield)

*On Wheeler AAF, security has gotten very lax since the Army took over the base. The back gate has been left open several times with no sentry on duty. MP's don't patrol as often as the SP's used to. Wives don't feel very safe at night while their husbands work.*

(Air Force, E-5, Wheeler Army Airfield, Male, first assignment, Wheeler Army Airfield)

*Lighting in housing areas. Street lighting is very adequate; however, it must be turned on to be effective. Most (but not all) evenings, the street lights are turned off. Security. Need to control access to the post, monitor and enforce speed limits and closely monitor the school children who congregate in the housing area adjacent to the Wheeler School. These children have no respect for anyone's property.*

(Air Force, O-5, Wheeler Army Airfield, Male, first assignment, Wheeler Army Airfield)

*Something has to be done about the gangs of teenagers "hanging out" and playing car stereos in housing parking areas. MPs are not able to do anything except write reports, meanwhile, burglaries and acts of vandalism are on the increase. We obviously need stricter curfews and some enforcement. Writing speeding tickets seems to have priority over making our housing area safe.*

(Marine Corps, E-6, Kaneohe Bay, Male, not first assignment, Kaneohe)

*Speed limits should be enforced and people driving around with their car stereo turned up at concert sound at 2200 should be given a ticket; after 3 tickets, the sticker should be scraped.*

(Marine Corps, E-5, Kaneohe Bay, Male, first assignment, Hana Like (Section 802))

*Juveniles are a big problem after 10:00 p.m. Theft and vandalism are becoming frequent. Security of house and belongings—even wives who are left alone while husbands are deployed—is unacceptable!*

(Marine Corps, E-4, Kaneohe Bay, Male, first assignment, Hana Like (Section 802))



*I have been totally dissatisfied with the situation of our housing quarters staff, the military police, and inconsiderate neighbors since my arrival to Schofield. There is a gang problem here whether anybody cares to say so or not. Little children have been robbed, beaten, and nobody cares. I tried to talk to the parents, but they themselves don't act as if they care what the children do. Cars have been vandalized, bicycles burned, cars egged, windows smashed, cars scratched or dented and nobody still cares. I really wonder if whoever is supposed to actually care, ever had these situations happen to them. Maybe if it ever does, will our living areas be safer, and will we sleep a little easier? I speak up because I'm not afraid to and I only wish other ("fathers") would sit their teenagers down for a man to man talk about what's what in life. A stricter curfew should be implemented and strictly enforced. As soldiers we're great, but as fathers I think its down the tubes for most because control should have started earlier. It's too late now, but I just wish. . .*

(Army, E-7, Schofield Barracks, Male, first assignment, Schofield Barracks)

### **Pets**

*Housing areas definitely need better pet control, especially with cats. Cats get into everybody's trash and that's a pet you can't trace to its owner.*

(Navy, E-4, other, Female, first assignment, Camp Stover)

*I also have two dogs, one in house and one in fenced back yard. Second problem, unattended pets (mostly cats). They're everywhere. Enforce 2 pets per house and leash law for cats?*

(Navy, E-9, Naval Base Pearl Harbor, Male, not first assignment, Catlin Park)

*The neighbor's dog makes a lot of noise but nothing is being done about it. I've called the authorities on many occasions but it keeps up. Why?*

(Navy, E-6, other, Male, not first assignment, Miller Park)

*Residents at Manana completely disregard "leash" regulations for their dogs.*

(Navy, O-4, other, Male, first assignment, Manana)

*Pet owners let their dogs go around the housing area and trash our yard. Most of the time I end up running my lawn mower over "dog shit!"*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)

*Please, pass a ruling to ban all cats and dogs in all housing complexes. Barking dogs, roaming cats (which tear up garbage etc.) make for a true problem.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)

*Some of our neighbors own dogs, and the owners just leave their dogs in their yards and let them (dogs) bark all day long—sometimes until late into the evenings. I think something should be done about the dogs barking constantly.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Radford Terrace)



*Pet problems should be looked into. People are not picking up after pets. Hard to enforce rules. Following someone is not a real safe thing to do just to get the address of someone who won't pick-up after their pets.*

(Navy, E-6, Naval Base Pearl Harbor, Female, first assignment, Radford Terrace)

*We fail to see the reasoning behind allowing 2 pets/government household. Why not just one pet? Pets frequently cause problems. One would be bad enough, why two? There have been strange dogs in our yard on several occasions.*

(Navy, E-9, Barbers Point, Male, first assignment, Lualualei)

*Pet owners should not be allowed to let pets run loose. I am tired of cleaning up my yard and lanai of feces and urine and I don't even have a pet. Owners should have to bring pets in at night and not be allowed to leave them out side all night. Sometimes our area sounds like a dog pound with all the barking dogs.*

(Army, E-6, Schofield Barracks, Female, first assignment, Schofield Barracks)

*Pets should be limited, not by number, but to those that can be properly taken care of and not be an annoyance to neighbors.*

(Army, W-3, Schofield Barracks, Male, first assignment, Wheeler Army Airfield)

*Housing areas are too "tight packed." Yards are too small for dogs. Dogs present an unsanitary situation when not cleaned up after. We had several dogs when living off base in California, but there is NOT enough room for dogs in housing areas.*

(Marine Corps, E-6 Kaneohe Bay, Male, first assignment, Kaneohe)

*Something should be done about unreasonable dog owners who fail to pick up their pet's waste. It is disgusting and unhealthy for someone to go for a walk and step in feces. Most animals have worms or other bacteria which can enter human tissue. Large, annoying, and noisy dogs should not be allowed in housing unless there is sufficient outdoor space. A dog should not be left unattended in 90 degree heat all day, barking his head off, and tied to a garage door.*

(Marine Corps, E-5 Kaneohe Bay, Male, first assignment, Hana Like (Section 802))

### **Contractors**

*Above all else, when I call in trouble calls for my quarters—I have to take off all day from work because they can't tell me a time or portion of the day they will be there. Every trouble call I have made has remained unresolved until I either solve it myself or ignore it! The current contractor should be **FIRE**D!*

(Navy, E-7, other, Male, first assignment, Catlin Park)

*The way work is accomplished puts pressure on my spouse and myself to take time off from work. When you call in a job you are only given a ballpark time. An appointment "time" would be very helpful.*

(Navy, E-9, Naval Base Pearl Harbor, Male, not first assignment, Catlin Park)

*The only problem I have to complain about is that since both my wife and I work, we are not at home during the normal work day hours. Maintenance for heat pumps, etc. is not done because we are not available. Servicing needs to be available for working couples at nights and/or weekends to get the maintenance done.*

(Navy, O-5, Naval Base Pearl Harbor, Male, first assignment, Ford Island)

*I believe that the maintenance company is in need of replacement! They rush their work which in turn is poorly done, and soon needs to be redone, costing not only the military, but tax payers entirely too much money. Not only is the work "shoddy" they don't call to make appointments for necessary repairs, they just take for granted you are home, if not, too bad for you! Use military personnel to repair military quarters, you'd save more money and get better quality work and better quality control. With military personnel doing repairs, you would have a chain of command that knows who repaired what, and who was responsible if the work is substandard. And you'd have a direct link with a commander should you have a problem instead of being shuffled around on the phone until you get someone who knows how to handle the complaint.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Hale Moku)

*I see a lot of abuse of time and ways jobs are done by our contractors. They took 8 hours for 3 days with two men to paint cross walk lines and the word "STOP" at the end of my block. My heat pump has been out for 3 years now and each 6 months we pay someone to come out and write on the tag still broken. "Big waste of Navy funds." The contractors will leave a tag on your door saying they missed you for a service call even though you were here. They either don't ring bell or just tag and go on. They like to sleep in back yards. They charge the Navy for things they don't get to fix because it took so long for them to repair them that the service member fixes them but I have seen the contractor write out a slip saying they fixed it. Get rid of contractors and let the Navy take care of its own.*

(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Hokulani)

*Yes, I think you should look closely at your maintenance contractor. This past summer, they came through our housing area, making repairs to our houses in preparation for the painting contractors. They habitually showed up at our homes with little or no advanced warning to do repairs. Their work was shoddy, they would leave a mess, i.e., pieces of wood, nails, and it was very often incomplete. On several occasions, I had to call them back to come and complete what they had not finished. The workmen, themselves, are polite and friendly but the overall business lacks professionalism. Whoever is responsible at the contractors for ensuring successful job completion needs to be retrained. I don't believe that it is my responsibility to continually "grab the child by the ear and drag him back to finish his work." If they can't do a good job to begin with, then get a new maintenance contractor. P.S. And whoever is supposed to be checking on the maintenance contractor should do a better job!*

(Navy, O-4, Naval Base Pearl Harbor, Male, first assignment, Little Makalapa)

*Contract maintenance (repair to quarters) prior to painting exterior had to be coordinated by myself. It was a real morass trying to get the maintenance and painting done. There still is roof repair remaining that was never done but was inspected. To my knowledge, there was no follow-up inspection on the building repairs. This area needs attention.*

(Navy, E-9, Naval Base Pearl Harbor, Male, first assignment, Maloelap)

Contractors performance is very poor. Tree trimmers: Destroy garden plants and leave a mess. A/C maintenance: Worked on a/c on Friday. Friday evening a/c/ failed. Contractor would not return until Monday. Maintenance procedures result in little actual maintenance. Maintenance procedure weak. The only advance notice of work accomplished is by hanging a tag on door. Until recently wife worked, therefore, no one home during normal hours. Will not make appointments for after normal hours or Saturday; therefore, most maintenance not accomplished. Suggested change to procedures has been ignored.

(Navy, O-6, Naval Base Pearl Harbor, Male, not first assignment, Maloelap)

Ah, one more—the people who trim trees/shrubs under contract must have been taught by Gen. Sherman on his “scorched earth” march to the Sea in Georgia in 1864, they need more training and supervision on how to prune/trim trees/shrubs without hacking them down to stumps. My wife asked that no more trimming take place in our yard so we can keep some shade.

(Navy, O-5, Camp Smith, Male, first assignment, Maloelap)

Overall, the housing is good except the pest control problems. Contractors seem to be cutting the government short and have too many inspections just to do one simple job. I am very dissatisfied with the contractor and so is everyone else that I have spoken to.

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Pearl City Peninsula)

There seems to be a deep seated problem with contractor's approach to general maintenance. Typically, they make calls with no advanced notice resulting in several attempts before making their final call. Additionally, they “blindly” performed preventative maintenance on our heat pump which they were made aware did not work and they told us they would report it, which they never did. (A real sore spot) Fraud/waste/abuse Money can be saved by reducing garbage pick up to once a week vice twice. We were not properly briefed on the rules of obtaining/selecting housing.

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Red Hill)

The housing office needs to “enforce” better lawn keeping. The contractors that are hired to collect the trash are very inconsiderate. If a garbage bag breaks open while they are throwing it into their truck, they just leave it where it falls. Very nasty people!! Overall military housing is okay.

(Navy, E-5, other, Female, first assignment, Barbers Point)

Get quality contractors—NOT THIS ONE—who will do the job right the first (or second?) time! In the long run, this would save money. Housing should provide basic window coverings (as done in barracks) especially for odd-sized windows, such as the 128 in. patio doors at Iroquois Point. Upgrade/repair floors. (tile) Carpet would be ideal!!!! Something durable. In 6 months, we still have not been able to file our claim for damaged household goods. Nobody wants to come out and give estimates. It is so much hassle and paperwork, we're tempted to give up. I think that's what the government is counting on to save money!!

(Navy, E-7, other, Male, not first assignment, Iroquois Point)

*The contractor should be more flexible when working with families in which both parents work. I realize that they are the contractors, but I'm sure someone there controls them. We need to work together and smarter, not harder.*

(Navy, E-6, Barbers Point, Male, not first assignment, Puuloa)

*Also when repair contractors give a resident a specific time they'll show—they should show up within at least 30 minutes of that time and if not call!!! All spouses can just sit at home and wait on them. NO WAY! Believe it or not some of us spouses do have a life and WORK outside the home. I was told a repairman would come at 7:30 am one day and never showed up til 11:00 am. Very inconsiderate I feel!!*

(Army, O-2, Schofield Barracks, blank, first assignment, Aliamanu)

*In the area of maintenance and repair, an important question is not asked: Are housing repairs and improvements performed? The answer is NO. Bad flooring, in particular, is not replaced. Glass windows (fixed) or louvers are not put in place to keep rain out of the lanai. I can't believe that monies are that short. Each unit should have photocell-switched lights to illuminate the front porch and sidewalk for security and safety. No. 1 problem is quality of military housing. Especially the cleaning contractor. **\*\*LOUSY\*\*** Work requests which have been in place for many months or years are simply languishing. The H.O. should give a periodic accounting of work requested.*

(Army, O-6, Tripler Army Medical Center, Male, first assignment, Fort Shafter)

*The contracted grounds up-keeper needs to do a better job planting grass, edging sidewalks, cutting grass at unoccupied quarters. Large pets should not be allowed in quarters because they cause too much damage to the quarters. Better initial and final inspections need to be done on quarters to improve quality conditions of quarters. Self-help should have steam cleaners to loan out with the liquid supplies available to sell or sign out. It's needed to maintain the quality of the carpets in the apartments and extend the life of the carpets. Handheld fire extinguishers need to be assigned to quarters to prevent the total loss of quarters by a fire.*

(Army, E-5, Schofield Barracks, Male, first assignment, Helemanu)

*I have a few things I would like to mention, that I've encountered recently. One is the landscape maintenance crew need to be checked on. They are not keeping up the grounds throughout the community of Helemanu. There are grass and weeds as tall as 4 feet high. Trees are dying. Secondly! They really need to strongly enforce maintenance on yards including the back. If they don't start, some of these houses and yards will look like dumps. This could be a really nice looking community. They need to give these people two to three chances then kick them out. They do not appreciate what they have and don't care. There are families who would be grateful to have a home like this, as we are. Third, just as they say in housing briefing of rules, people, having people living with them without having approval, should be evicted immediately. It's just not fair to one who goes through the approval process and follows the rules. Lastly I would like to see some kind a guard put over the sewer gutter.*

(Army, E-5, Schofield Barracks, Male, first assignment, Helemanu)

*Why does it take "4" men to repair a medicine cabinet? Why does it take a month to install a fence that Sears could put up in two days? Suggest a critique sheet for all jobs be completed by occupants and mailed to your office.*

(Army, O-6, Schofield Barracks, Female, first assignment, Schofield Barracks)

*Residents should be contacted at least 24 hours in advance by maintenance prior to coming out to occupant's quarters. This will ensure that maintenance repair personnel do not respond to a routine work order when residents are unavailable or not at home. The louver-type windows installed in quarters at Schofield Barracks echo the outside noise level inside dwellings. They also do a poor job of preventing insects from entering from the outside.*

(Army, E-7, Schofield Barracks, Male, first assignment, Schofield Barracks)

*The contract cleaners are FLAT OUT BAD. We should have been paid to clean up after them. Bad paint job all around. Where has quality control gone? Is this the level AF housing has sunk to? Is it easier to accept incompetent work than to stop someone's contract? Pretty expensive tasks with today's budget. Why can't the contract maintenance personnel install 220V circuits in the house?*

(Air Force, O-3, other, Male, first assignment, Hickam Air Force Base)

### **Self-Help Stores**

*That the Self-help Store should obtain more items for use as loaner equipment e.g., lawn mowers, trimmers, extension cords for trimmers. Also, we should not have to wait so long to get things fixed beyond our capabilities. Self-help can do just so much.*

(Navy, E-5, other, Male, first assignment, Camp Stover)

*Did not know about pesticide given out at Self-help, but will check into it. We have ant and cockroach problems. I spent \$30.00 a month in trying to control insects. I hope someone takes this data and uses it. I hope this is not just to make you guys feel like you are doing something to help. Take this data and use it wisely.*

(Navy, E-7, other, Male, not first assignment, Catlin Park)

*Although we processed through the Pearl Harbor office, we are still required to use the Self-help and housing office at Barbers Point. I'm very frustrated because the help at Barbers Point Self-help is very rude, if you can even understand them at all. The Barbers Point housing office should stay open late at least one night a week or be open on Saturday to accommodate those of us who work instead of closing early on Wednesday and at 3:00 Mon., Tues., Thurs., and Fri.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Iroquois Point)

*Self-help is great but it only seems to be open during working hours. Why?*

(Navy, E-6, other, Male, not first assignment, Miller Park)

*The Self-help Store is by far the most impressive facility I've seen in my numerous years in the military service. Personnel are helpful and courteous, always ready to help. An excellent organization and an idea more facilities (outside Hawaii) should follow.*

(Navy, O-2E, Naval Base Pearl Harbor, Male, first assignment, Ford Island)

*My remark is on the big push for Self-help. What makes me a plumber? I take care of my house but rule #1 is when you don't know what you are doing, get someone who does. I find it interesting that you want to save money by making me go to Self-help classes for approximately 1 hour and then try to fix the problem, approximately 2 hours. Your rationale is you save \$40.00 per hour. Who pays for my 3 hours? Especially since I am not a plumber and that you assume that I make less than \$40.00 an hour.*

(Marine Corps, E-6, other, Male, first assignment, Halsey Terrace)

*Self-help needs longer hours. It's only open 0800-300 at Manana. It should be open until 1830.*  
(Navy, O-2, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)

*Self-help should have how-to guides on building lanais and plant/garden maintenance.*  
(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Pearl City Peninsula)

*Self-help in our area needs to do some PMS on their lawn mowers. (Radford Terrace Area).*  
(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Radford Terrace)

*Self-help would be more helpful if it was open evenings and Sunday when most people are not working. The Self-help policy on late tool return needs to be seriously looked at. If the Self-help Store wants to take away my tool borrowing privileges, then my yard is not going to get proper maintenance and upkeep. And if the Navy doesn't care, why should I? This is the Navy's home I am maintaining, not mine. So it does not bother me to not water my lawn so it can get all brown. Then I wouldn't have to cut it. The Barbers Point Housing Office closes every Wed afternoon for so called training. This is definitely a crock! Even with 52 days of training a year, they can't get things done right. Overall, housing and Barbers Point Self-help are the most unorganized, not well managed programs I have seen in the military. What a joke!*

(Coast Guard, E-5, Barbers Point, Male, not first assignment, Barbers Point)

*I would like to see "paint" carried in the Self-help Stores. My only complaint about this housing unit is the exterior and interior cleaning contractors needs QA badly. The money spent hiring these people is a waste for the job they do, which should be better. My walls are filthy, floors waxed over dirt, what little carpet in units, filthy. The exterior, will, look a lot better if we had the paint to do it. This paint (in various colors) to match the exterior should be a Self-help item. I am sure units would look a lot better and the occupants would be willing to paint their units as well.*  
Thanks

(Navy, E-8, other, Male, first assignment, Aliamanu)

*I think residents of family housing should be given paint so we can paint the exterior of our quarters. Service order requests have been put in with no service provided. When contractor work is going to be performed, it would be very good to be given a specific time for us to be home instead of being given a 0730-1630 time for repair. A solution might be to hire more repair staff or utilize the military repair personnel.*

(Army, E-6, Tripler Army Medical Center, Male, first assignment, Tripler Army Medical Center)



*Self-help is very helpful and efficient when they have things in stock. The problem is that they are often out of stock. Also, they stopped carrying aggregates, which were a great assistance in beautifying and maintaining our yards. After winning a million dollars, the post should spend money making supplies available to residents to make and maintain beautiful yards.*

(Army, E-4, other, Female, first assignment, Helemano)

*Self-help Store Hours. We feel the Self-help Store should be open on Sundays. Since the majority of housing residents are off on weekends. This would offer greater access to customers and would make the return of borrowed items much easier.*

(Army, O-2, other, Male, first assignment, Schofield Barracks)

*This is the worst dealings here with this housing office and especially Self-help. The people in Self-help are rude, discourteous and almost incompetent.*

(Air Force, E-5, Hickam Air Force Base, Female, first assignment, Wheeler Army Airfield)

*Exterior paint should be provided at the Self-help Store. Occupants should be allowed to paint exterior of quarters. We were not aware fencing was available at the Self-help Store. They don't stock it. The last 6 months, Self-help has been out of insecticide and gravel. We have had tree trimming work order in for 6 months.*

(Army, W-3, Schofield Barracks, Male, first assignment, Wheeler Army Airfield)

*Self-help is always out of bug traps and maintenance won't come spray for ants or roaches, which could lead to health problems, which could cost the government more money in health care than in pest control.*

(Air Force, E-5, Wheeler Army Airfield, Male, not first assignment, Hickam Air Force Base)

*There is a definite need to educate members and their dependents on Self-help—immediately. The shrinking of DoD dollars has resulted in basically no facilities serviced after normal working hours. People have got to be educated on what constitutes an emergency while residing in government quarters. Presently, at Kaneohe, all after hours emergencies are reported to the officer of the day (OOD). The OOD must make a determination, then call the emergency on to a facilities representative for guidance. The bottom line is that the majority of calls are not emergencies and people would rather use the phone than fixing the routine problem themselves. Education through mandatory Self-help classes would save the government time and money. Personnel need to be educated on their responsibilities while residing in government quarters.*

(Marine Corps, O-3E, Kaneohe Bay, Male, first assignment, Kaneohe)

*It's stupid that the upstairs residents of 802 housing are responsible for the grass that is basically the front yard of the downstairs resident. All Self-help Stores should carry the same items or residents of one housing area or base should be able to use a Store other than their own. Where does the \$300 a month 802 residents pay for maintenance go? I haven't seen any of it put to use! Why not use it to have someone mow all the grass in the housing area?*

(Marine Corps, E-6, Kaneohe Bay, Male, first assignment, Hana Like (Section 802))



## Comparisons

*Overall, outward appearance of Air Force Housing is always much nicer than Navy Housing. Much newer, looks more like a neighborhood than rows of housing units.*

(Navy, E-7, Naval Base Pearl Harbor, Female, first assignment, Hokulani)

*Overall, I think that the housing units in our area are deplorable. When I go across the highway to another service's base and see how they have a better set-up, it makes me wonder where our priorities are. I've been in 20 years, so if improvements are coming, I'll never see them. Being a senior (E8) enlisted, I thought that I would be placed in a housing area where all my neighbors would be E7 or above. I find that we have E5's, E6's, etc. living in our area. It would be better to group all senior enlisted's together. I know there is a shortage of funds, cutbacks, but this is an area of concern that deserves the utmost attention in order for our service to maintain the most qualified personnel by providing the best facilities for them to reside in. Thank you very much.*

(Navy, E-8, Barbers Point, Male, first assignment, Hokulani)

*Moanalua Terrace looks like a SLUM. The paint is peeling off the buildings, and considering it is lead base paint, this should not be allowed to peel this way. It is a health hazard as well as an eye-sore. All the other housing areas exteriors are well maintained, except of course the one I live in. It's an embarrassment. Why isn't this being repaired??? No one will give me a straight answer.*

(Navy, E-6, Barbers Point, Male, first assignment, Moanalua Terrace)

*The Navy seems to have absolutely no concern for their personnel regardless of rank. Take a drive through any Navy housing area. Hope they take better care of their ships. The Air Force—despite the high cost of aircraft etc., they still seem to have enough leftover funds to take good care of their personnel. Why is that? They seem to have the best of everything.*

(Army, E-9, other, Male, first assignment, Fort Shafter)

*We have dealt with the people at both the Pearl Harbor and Barbers Point housing offices. When we wear civilian clothes, the employees are rude. On one occasion, we waited 20-30 minutes while the employees chatted among themselves; they were not working or on break. The only reason we live in military housing is that we found the locals to be uninterested in being our neighbors when we lived in civilian housing. When a service member is on deployment and his ship is out most of the year, it is helpful to be in a friendly environment. Military housing provides us with the emotional ties we need. Our house is in bad condition. The exterior has needed a paint job desperately for 3+ years. We had a beautiful monkey pod tree removed from our yard and perfectly good sidewalks replaced, yet housing says there is no money for the house to be painted.*

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Iroquois Point)

*Overall, outward appearance of Air Force Housing is always much nicer than Navy Housing. Much newer, looks more like a neighborhood than rows of housing units.*

(Navy, E-7, Naval Base Pearl Harbor, Female, first assignment, Hokulani)

## Miscellaneous problems

*Noise (stereos etc.) and loose pets would be my major complaint. There are rules for housing which cover these things but they are not enforced or complied with. Residents need to be reminded that military housing is not a right. If rules were enforced, living in housing would be much more pleasant. I suggest evicting those who will not comply, there are many people waiting for housing! Water conservation is also a major concern here. The base needs to set an example. Many, many times common areas of base are watered mid-day. While I do not agree with charging residents for utilities, meters should be installed, limits set, and fines could be issued for excessive users.*

(Navy, E-5, other, Male, first assignment, Camp Stover)

*We were not allowed to keep our boat in our carport which seemed unfair since we only had one other vehicle and there is adequate parking. Almost every other occupant in our section has 2 cars.*

(Navy, E-5 Naval Base Pearl Harbor, Male, first assignment, Halawa)

*Security sucks. Fire the Self-help staff. They are rude and worthless. We need a community center and proper playground equipment, not rusted, outdated pieces of junk. P.S. Fire the lame and lazy housing staff at Catlin Park.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Halawa)

*Keep up on how many people live in a single family home. Too many people have friends and relatives living with them and causing too much noise.*

(Navy, E-5, Naval Base Pearl Harbor, blank, first assignment, Hale Moku)

*Safety hazards on occupants' property no matter how trivial to inspectors should be taken care of immediately (i.e., electrical boxes or phone boxes where children can reach inside and get shocked or cut, wires hanging from poles, and loose conduit with cables in it). Feel a fence should be put up around these items so children will not get hurt.*

(Navy, E-6, other, Male, first assignment, Hale Moku)

*Command sponsor was absolutely no help in providing us with information. Any housing problems were due to lack of knowledge.*

(Navy, E-4, Kaneohe Bay, Male, first assignment, Halsey Terrace)

*Speed and kids need to be controlled in Halsey Terrace. Grass, shrubs, and toys in yards are not maintained nor are rules enforced. Some people run their sprinklers throughout the night.*

(Navy, E-7, other, Male, first assignment, Halsey Terrace)

*Cannot have "noise control" no matter where you live in military housing "if the houses are joined". It would help not to allow air conditioners at least 30 to 50 feet near the occupants that are adjoining their quarters. This is because, noise from air conditioners are very loud at night when all is quiet. The noise travels and will keep the neighbor awake and will cause big conflicts and problems. The Halsey Terrace Housing needs sidewalks badly on all the streets. Without them, this forces the children to ride, play and take family walks in the street. Halsey only has sidewalks*

on Arizona Street. That's all. Many kids have been injured and killed because of this. CHRM housing community needs a pool and larger rec area. The land is there, right across from the community building. This would help keep the teens and children and adults closer to home.

(Navy, E-7, other, Male, not first assignment, Halsey Terrace)

Halsey/Catlin/Radford Housing does not have any recreational services available for such a big housing district, i.e., pool, gym, weight room, etc. Meters should be put on all housing units and if occupants exceed an established amount of electricity, hot water, etc., they should be billed. That way more people will become energy savers.

(Navy, E-7, other, Male, not first assignment, Halsey Terrace)

Plumbing (old pipes) needs to be redone. Having to have the bathtub drain snaked monthly when only 2 people are in the quarters is not acceptable. When I asked the contractor about this, he said "that's normal build up of body oil and hair". I disagree. If that's the case, why hasn't it occurred everywhere I've lived? I say it's old pipes that have a water/iron build up. The wood trim is all chipped and peeling on most units. The wood will rot if not painted. It was like that when we moved in.

(Navy, E-6, other, Female, not first assignment, Hokulani)

The bathroom floors should get better care. They are being "waxed" over dirty grime and result is a shiny dirty floor. Not very sanitary looking. (All floors) Less grass and more parking for those with two cars who would greatly appreciate this luxury. Less grass would also save time and money for the government—less to cut. Residents are walking dogs without being responsible for other resident's yards. We live on an end unit and I keep finding animal feces between my housing unit and sidewalks. I have yet to see anyone carry a poop-scoop kit. This occurs more often at night during evening walks. Public works could mow a lot more of common areas for corner units. Right now they do only one side.

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Hokulani)

Pets running free at night. Abandoned vehicles should be towed quicker. Dead bolts on doors should be provided. More traffic signals needed. More child care facilities needed. Inadequate insulation between upstairs apartment and downstairs apartment.

(Navy, E-5, Kaneohe Bay, Male, first assignment, Makalapa)

Termite prevention and treatment is horrible. Speed limit signs should be posted at each gate. Trash and litter is not controlled. It is mulched into little pieces to be blown or floated away. Drivers who are caught speeding should be charged—period. Cats are not controlled by owners. Fire hoses used for watering are left lying in the fields. Looks great! Adult, working, not a student, these children are living in housing with their parents (to save money because "Hawaii is too expensive" for them too). Regardless of which days are designated for pick-up, trash is staged in the streets by residents—need a policy. The palm tree trimmers are goons. Rat traps are set and seemingly forgotten. Not providing lanais if we cannot keep those that are installed is idiotic. Storage space is abysmal. Watering common areas in the scorching heat of the day appears to waste gallons of water which we are told individually to conserve. All this in a senior officer housing area. I hate to consider how others must live!

(Navy, O-6, Naval Base Pearl Harbor, Male, first assignment, Makalapa)

*Need storage area improvements—have to pay for civilian storage space! Admiral only wants chain link fence—we put in our own wire fence and will have to remove it. Takes 2-3 years or more on list to get chain link.*

(Navy, E-8, Naval Base Pearl Harbor, Male, blank, Manana)

*Pest control should be available on weekends—wife and child stung by centipedes. We should not have to buy fencing nor should I have to monitor neighborhood children in our yard climbing trees and being a constant nuisance. Parents should be cited for their children in the street, i.e., 3 years olds playing in middle of streets. Pets should be banned from other personnels' yards, i.e., they defecate, urinate.*

(Navy, E-8, Naval Base Pearl Harbor, Male, first assignment, Manana)

*At a time when the Navy itself is embracing TQL, why is it impossible to get through on the phone until 4:50, when not only can we get through, but no one answers because they've gone...? If we get through, it's a crap shoot as to whether the dispatcher decides to grant the privilege of getting immediate help or condemns us to the "up to 2 weeks" wait? . . . Dishwashers—accepted throughout America as integral to kitchens—are now deemed unsponsored luxuries? . . . Ability to get into Makalapa or Hospital Point has little to do with stated criteria, and everything to do with cronyism (who do you know)? . . . It would help greatly if those who administer and control housing, treated it as a necessity for military members rather than a privilege that they are entitled to dangle in front of them or withhold from them at will.*

(Navy, O-5, Naval Base Pearl Harbor, Male, not first assignment, McGrew Point)

*Civilian employment opportunities: The Hawaiian economy has limited opportunities for professionals and a wage scale not commensurate with the cost of living. Personal insurance: The cost of operating a motor vehicle in Hawaii is high. Fuel and insurance costs are significant. The cost of my car insurance tripled when I moved to Hawaii. I am subsidizing all the uninsured drivers operating their vehicles illegally on the roads, i.e., local law enforcement efforts are not effective in keeping uninsured drivers off the road.*

(Marine Corps, O-5, Camp Smith, Male, not first assignment, McGrew Point)

*The movers who contracted to pick up our government furnishings when we moved from temporary civilian housing into government quarters were UNSAT. They were late in arriving by two days. We called both the company dispatchers and the military housing office repeatedly with no results. Fortunately, we scheduled the pick up two days prior to our lease expiration. Otherwise, we would have been charged additional rent. Also our housing area (McGrew Point) could use a Mini-mart. Dishwashers are a must for families with kids. NEED DISHWASHERS! Provide air conditioners!. This is a warm climate. Sure we can live without; but not comfortably.*

(Navy, O-4, Naval Base Pearl Harbor, Male, first assignment, McGrew Point)

*You question about cleaning rain gutters. I've had to clean my own because of all the trees in my yard. No one has ever come to clean them. A bathtub in my unit would be nice because I have a child. That small tile shower stall is not very good. The outside of my unit needs painting desperately. If it doesn't get painted soon, rotting and insect infestation will occur in the woodwork. Security. All it takes is a knife to break into my lanai. Cut the screen and walk right in. No windows*

*or jealousies. I had to install my own locks on the screen doors (front and back) because whoever installed the doors, the lock is on the outside and actually I could get locked inside my house. 50% of the time my water pressure is so low I can hardly take a shower. I've called it in and so has my neighbor, the contractor says they will see what they can do, but nothing happens. An air conditioning outlet downstairs would be nice, I don't think I should have to pay a contractor to put one in. (Housing unit is in Moanalua Terrace.)*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)*

*All yards should have fences due to children. If you have any kind of dog, you must have a fence, period. No prolonged house guests, over 30 days. My paint is really chipping badly in my living room for NO KNOWN REASON. Dangerous to children. I called late May for shower/tub drainage and very, very low water pressure; plus toilet flushing itself (water waste). They gave me a day to expect them, NEVER showed. Was here three days in a row waiting. Still the same. I would like some help here please.*

*(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Moanalua Terrace)*

*I would like to have a bathtub. All residents should be reminded to respect other resident's yards and use the sidewalks instead of shortcuts through yards. Residents should tell their children that sidewalks ARE NOT playgrounds.*

*(Navy, E-6, Hickam Air Force Base, Female, not first assignment, Moanalua Terrace)*

*In reference to Quest # 57h, I don't feel we should pay the utilities expenses; however, \$10/month would definitely help pay the government's bill. Living in housing without paying utilities is one of the reasons we moved into housing from out of town. Thank you.*

*(Navy, E-4, other, Female, first assignment, NCTAMSEASTPAC)*

*You need mandatory housing inspection unannounced. The living conditions I've seen are very unsanitary. Self-help is no help due to the inconvenience. How long can a 1-person military member stay in housing when the spouse had departed for over 2 months? Request house units be sprayed together. The request for visitors, etc. moms, dad, sister staying is unsat. You have to go to Pearl Harbor, fill out paper work, then they take a picture, it's just not worth the trouble.*

*(Navy, E-6, other, Female, first assignment, NCTAMSEASTPAC)*

*Speeding is a continuous problem in my area. I see people exceed the limit in front of security vehicles and nothing is done. Appears that there is a 10 mph "fudge" factor. Personnel at the housing office were extremely short; appeared unconcerned about providing prompt, courteous service. Compared to the numerous civilian units I viewed while locating off-base housing, the military units are much better. Despite some areas of improvement, members are afforded more space, better security, numerous free services, and a community of their own. I believe these are all very important and many times taken for granted. I think there should be a maximum usage level established on utility usage. Members exceeding this should pay.*

*(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Pearl City Peninsula)*



*Overall, I have been extremely satisfied with government housing. However, some certain problems come to mind: TLA hotels appear to be taking the government for every penny they can possibly get. Our entire block has a serious dry rot problem. Termites are also a major problem. The neighborhood is in need of a new coat of paint.*

(Navy, E-7, Naval Base Pearl Harbor, Male, not first assignment, Pearl City Peninsula)

*Response by local housing inspector for additional outside lighting has been handled poorly to the point of being lied to.*

(Navy, O-2E, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)

*Some residents seem to think their lives would be perfect if they could only force everyone else to behave as they would like. It's the pursuit of this Utopian dream that causes over regulation and unnecessary complications. Instead of looking for new controls and regulations. (i.e., registering pets) we should be looking for ways to streamline and minimize regulations. Instead of encouraging some individuals to call in complaint after complaint on a resident because she doesn't like them, we should be asking why one individual has so many complaints in what seems to be a smooth running housing area. The bottom line on what makes a housing area pleasant or not is the people that live there, not untrimmed bushes or toys in the yard.*

(Navy, E-6, Naval Base Pearl Harbor, Male, blank, Radford Terrace)

*The area military bases should have periodic Shuttle Buses for members without their own transportation to go around the housing areas and to and from military bases i.e., PX/BX/NEX, to the commissaries and to the bases in the AM&PM. Public transportation is expensive, especially when you do grocery shopping and have to take a taxi. Plus it would be more like one major car pool in the AM&PM instead of everyone driving themselves to work, plus traffic is a major problem in Hawaii. In our area alone, we have Pearl Harbor, Hickam, Fort Shafter, Camp Smith and about 10 different housing areas, and not everyone is right near any commissary unless you have a car, and a lot of people don't have a car, or the spouses have them at work, and the wives can't do anything all day unless she takes him to work and picks him up. It can be a pain in the butt.*

(Navy, E-3, Naval Base Pearl Harbor, Male, first assignment, Radford Terrace)

*I would like to see quarters that you pay to have cleaned, cleaned to the same standards expected of families who do it for free.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Radford Terrace)

*I strongly encourage the senior occupant or block captain program. I am a CFHR for a large area. . . too large! The Navy needs to be more strict, enforce more strongly! We cannot be timid and be successful. We evict for only the most serious of offenses.*

(Navy, W-3, Naval Base Pearl Harbor, Male, first assignment, Red Hill)

*I did not apply for housing until after I was married in 1985. I've lived here (stationed here) since May '82. My spouse sells baskets in home shows. We are going to be here from Aug '87 until, at least, Sept. 94. I think consecutive tour people should have an inspection for common defects at least every 3 or 4 years even if the occupant stays on. Our pipes, plumbing and air conditioning*

*have rusted while we've been here. Other nearby units have similar problems. Maintenance records should show tendencies and preventative programs could save money.*

*(Navy, E-9, Camp Smith, other, not first assignment, Red Hill)*

*The housing should be white, NOT yellow (inside paint). The cabinets in the kitchen should have latches or some way of locking. The housing office does work quickly (I had quarters within 24 hours). Sometimes, the inspectors will make an appointment, and then show up late or not at all. I did not find out soon enough about my household delivery (which got lost) in time enough for 4-day notice (people were rude). Playground behind my quarters is very rusted. Been in quarters 12 months, still no response on fence request. Child care is too expensive. Child development hours need to be extended (both morning and evening).*

*(Army, E-4, Barbers Point, Female, first assignment, Barbers Point)*

*The maintenance services and Self-help services hours of operation are a big problem for our family. Normal maintenance services are only provided between 0730-1600 hours which are our working hours. We believe that there should be evening repair service 1-2 evenings a week available to those who have both adults in the home working. When it's absolutely necessary to have maintenance done in our housing, one of us has to take time off from work. The people who schedule the appointments will not give a specific time for repair, i.e., they say maintenance will be there between 0800-1200. Right there we have to schedule 4 hours of leave to have repairs done. If you can't arrange evening repair service, why can't we be allowed to schedule a specific time for repair so that we don't waste valuable work time. Right now there is no compromise with the people who schedule appointments. They are border-line rude. This is not an isolated problem in Hawaii alone. We have had this same problem in California.*

*(Navy, E-7, other, Male, first assignment, Barbers Point)*

*There are no rain gutters on our building. We get flooded during bad storms and get drenched at the door trying to get in. It will not stop flooding. Other units got gutters in Coral Rose. We were told that we could purchase gutters for our own unit and have housing approve plans, etc., but how will that help the whole unit? There is no storage in bathroom and tub is too small to take a bath. Tub has no stopper. The fridge is rusting and leaks. Defrosting necessary every 2 weeks. One burner on stove not working. No vent for stove (Safety and fire hazard). Loose children a real problem. Speeding in housing areas a major problem. Never monitored. Cannot reach inspectors to make appointments. Must be informed at least 2 days in advance of chemical spraying (i.e., bug spraying) for safety and health of pets. Need to know when and with what chemicals. Can never seem to get through by phone to housing office. Phone just rings, rarely answered. When answered, tone used by employees is rude.*

*(Navy, E-6, Barbers Point, Male, not first assignment, Barbers Point)*

*Things I don't like: I've been in government quarters almost a year, and the exterior paint on my quarters is still peeled and messy looking, and—When are you guys going to approve a standardized plan for the occupant-built lanais at Iroquois Point? When I moved in 10 months ago, I was told I could construct one as soon as a standardized plan was approved. Either tell us lanais will not longer be authorized, or approve a plan and let us build them!*

*(Navy, O-5, other, Male, first assignment, Iroquois Point)*



*Pest control is horrible, and I'm not permitted to import private contractors. Very restrictive!—Exterior was painted last (approximately) when I lived here 5 years ago. The flaking and chipping represent a hazard to my children, yet housing will not permit me to privately repaint (I'd be delighted to purchase "approved brands and colors").—Lanai issue not evenly enforced. I've been told by Barbers Point housing office that I can't put one up ("no approved plan") but all shapes and sorts are up throughout Iroquois Point. This is a significant quality of life issue.*

(Navy, O-4, Barbers Point, Male, not first assignment, Iroquois Point)

*If you can't paint the houses, we will. Give us paint! Contractor is ripping off the tax payer—shoddy work, poor attitude, poor/careless repairs. Security constantly stops residents for "rolling through" stop signs—BUT NEVER stop the bus from speeding (30-40 m.p.h.!) in housing. Keep the bus out of housing—no one uses it anyway! Appears that different rules are applied to different residents/different neighborhoods—bottom line—no consistency! DoD preaches TQL and Quality of Life—then let us build a lanai.*

(Navy, O-5, Naval Base Pearl Harbor, Male, not first assignment, Iroquois Point)

*Individuals drive too fast down "residential" streets. Granted, children are instructed not to play in the street, but children are children. I'm really surprised there hasn't been any serious accidents or fatalities. I have lived here 18 months and not seen one single housing unit painted by contract painters. I don't agree with the do-it-yourself philosophy. "I don't own the property." If they brought all the materials to my resident, I wouldn't mind painting my unit. It's the idea of having to go here and there, fill out this form and sign this paper. Iroquois Housing does not have "air condition." Fortunately, I could afford to go out and buy my own. Some of these folks "CANNOT." Too much paperwork (red tape) involved in getting certain items from Self-help. Security is "impressive" I feel comfortable with gate guards and patrolling vehicles. Response time is above average.*

(Navy, E-6, other, Male, first assignment, Iroquois Point)

*Contractor service needs improvement. They do not fix it right the first time and could be a lot more pleasant. D\_\_\_\_\_ a girl who takes appointment information is a fabulous employee—very nice and helpful! Housing here is very nice. People care and it is evident. Please do not cut down any more trees!! We love our trees! They add so much. If people were at least metered on utility consumption, they might cut back. We need to be aware of conserving our natural resources.*

(Navy, O-3, Barbers Point, Male, first assignment, Iroquois Point)

*Feel too many occupants of housing are not even working on the base where they live. In short, taking up housing from members who work on a base but can't get housing on their base. Also, large dwellings being given to couples (2) without children.*

(Navy, E-6, other, Female, not first assignment, Lualualei)

*Cleanliness of quarters was UNSAT upon move in. Roach problem is out of control! We should not have to live in these conditions. Anywhere else on the mainland and this building would have been condemned! Grounds maintenance should be monitored. Maintenance Personnel should not be so rude. Housing area should not be open to the public. Guards should be placed at gates 24 hours a day!*

(Marine Corps, E-5, Camp Smith, Male, first assignment, Aliamanu)

*Not enough parking. Children are out of control, damaging cars and destroying properties. Need strict control of animal activities. Need more fencing to provide privacy to individual Townhouses. Patrol cars (Police) should keep closer watch of neighborhood surveillance rather than spending more time observing speedsters.*

(Navy, E-7, Naval Base Pearl Harbor, Male, not first assignment, Aliamanu)

*Young children in our neighborhood are not being watched or supervised. They play in the street and in parking areas. They mark on cars and climb all over them. Self-help Store would not let us use its service because my husband and I could not attend a class together. So we do not use it at all. When we were here before, we had no problems. Base boards in our kitchen and bathrooms are falling off. They have been in need of repair before we moved in. It would be nice if they had after hours routine work and repairs and appointments—1600-2000. And if we make an appointment and miss it, we should be charged a fee.*

(Navy, E-5, Naval Base Pearl Harbor, Male, not first assignment, Aliamanu)

*Quarters for NCO's are shameful. Low ranking servicemen have better looking quarters. No gutter on building. Buildings look worse than housing projects. The worst quarters ever lived in. Building sinking daily. Refused to permanently repair building. refused to paint exterior where needed. Refused to exterminate when needed. Contractors do not clean up behind themselves. Contractors are friendly but seems lazy and rushing. Housing inspectors are needed. Inspections are needed to maintain cleaner housing. Bathroom in kitchen due to doors on wrong side of wall. Too many insects; not enough exterminators. We're ashamed to bring visitors to our quarters. Old boards need replacing. If I could afford to, I would take my child and return to my hometown. It's affecting my husband's job and morale.*

(Army, O-2, Tripler Army Medical Center, Male, first assignment, Fort Shafter)

*Ft. Shafter has the poorest quality playground areas I've seen on Oahu. They (we) need a large, modern, safe area for our children to play. We enjoy/appreciate/love our library, theater, gas station—all well run, convenient. A high pressure car wash (multiple stalls) could be profitable and frequently utilized. Self-help has slowly eroded the service/supplies they used to offer to help soldiers, i.e., supplies to enclose lanais. It is disappointing to see the O6-O4 housing areas as well as E3-E4 areas all enclosed, yet this is currently denied to O1-O3 housing at Ft. Shafter.*

(Army, O-3, Tripler Army Medical Center, Male, first assignment, Fort Shafter)

*Solving neighbor problems is not working. It seems as though no one is really interested in solving it. People want to hear about it and talk about it, but they're so afraid to get involved in reaching a solution. I hear many complaints about government quarters and how unhappy they are. Most of them had never had the opportunity to find an apartment and live on the economy here in Hawaii. All they know is TLA (hotel) to government quarters. Little do they know the value of living in these government quarters at Fort Shafter. There should be an outdoor basketball court (or even just a half court) and a tennis/volleyball court made at the top of McComb Road area. There are many young teens that need these sports facilities, up on top of McComb.*

(Army, E-8, Fort Shafter, Male, not first assignment, Fort Shafter)

*Also our sponsor was not only useless—he didn't make himself known until two weeks after we arrived. By that time, we already had civilian housing. Either a volunteer sponsor program, family support sponsors, or a sponsor office and detail should be up. Thank you for this opportunity to voice my opinion.*

(Army, E-6, Schofield Barracks, Male, first assignment, Helemanano)

*Small children at playgrounds not supervised. I am tired of baby sitting other peoples' children. The MP's do not respond. The Guest House on Schofield should be closed and a new one built. (A long time ago). Neighbors allow cats and dogs to run free, and they use the bathroom in other peoples yards, are unsanitary, etc. PETS should be banned from All military housing areas. Incoming TLA info not well provided or presented.*

(Army, E-6, Schofield Barracks, Male, first assignment, Helemanano)

*I believe pet limit should be reduced to one per household and all pets should be either confined or leashed at all times. Our playgrounds are not maintained enough (grass allowed to get too tall before mowed). I would like to see a gate and a security put up at our housing entrance. It would make me feel more secure.*

(Army, E-5, Schofield Barracks, Male, first assignment, Helemanano)

*You need to build a large gym for Helemanano, gas station, and a larger shoppette. The soldiers and families waste a lot of gas and time commuting back and forth to Schofield. We need gate guards at the entrance of Helemanano Military Reservation.*

(Army, E-6, Schofield Barracks, Male, not first assignment, Helemanano)

*Enclosed are a few comments that I feel need to be addressed within our family housing community. They are numbered in sequence according to the questionnaire. A written response would be greatly appreciated. Question 29: The only gym here in the Helemanano area belongs to the 125th Signal Battalion and has been placed off limits to anyone except soldiers of that unit. It would be of great benefit to those of us who would really like to work out, but for who it is impractical to commute to Schofield to use the gym there. Question 50: Currently the only Self-help location is at Schofield Barracks. Every time we need Self-help loan equipment (primarily lawn mowers) we must go to Schofield, sign one out and return it in 24 hours. Not everyone has either the work schedule or the vehicle large enough to make this a reasonable request by the housing office. Why can't the senior occupant of each unit sign for a mower to be used by the entire quarters instead of everyone having to sign for their own mower? Question 54g: I found that when I arrived with my wife, command sponsored from the beginning, that we were given a single sponsor. Of course that was three years ago but it definitely did not help us at all. Question 55t: How is it that service members stationed in remote places such as Alaska, Guam, Japan....get offered environmental morale leave when Hawaii is just as foreign and isolated as these other duty assignments? It would be a great motivator for service members here to be able to go home on vacation using EML leave. During the summer a lot of military families from the mainland want to come over to Hawaii for a summer vacation. That leaves the service member from Hawaii to either pay a lot of money for a commercial ticket or maybe use up two weeks leave trying to get a space-A flight.*

(Army, E-6, Schofield Barracks, Male, first assignment, Helemanano)

*The only comment I have is that there should be more housing available to the junior enlisted. It is extremely difficult for the E1-E3 to live on the economy here. Their living conditions are poor and some are living way beyond their means, which leads to financial and emotional stress. The military is known for taking care of their people but I think they forgot about it in Hawaii. More care should be taken to help those who have a difficult time helping themselves.*

(Army, E-4, Schofield Barracks, Male, first assignment, Helemano)

*The housing unit which I live in had an upstairs and downstairs. I have been trying for several weeks to get safety locks on my kids bedroom windows or the screen. I have talked to housing maintenance and Self-help. No one knows who can solve this problem. Some of the houses on the housing list are not suitable for dogs. Someone should be in charge of reviewing the rentals that are available. Our housing is in need of a place for TEENS BAD. The teens have no place to "hang out" so they are around the kiddies playground.*

(Army, E-7, Schofield Barracks, Female, first assignment, Helemano)

*Any military housing with stairs should be issued "child" gates 2 ea. To me they are as or more important than recycle bins or fire alarms. Dowl type bracing devices should be prefurnished to anyone with a sliding glass door, or window that can be opened large enough to allow an average teenager to crawl through. Carpet should be made available to all service members in govt. housing, even if it is just area rugs.*

(Army, E-5, Schofield Barracks, Male, first assignment, Helemano)

*I suggest that commercial bus service be provided within the Helemano housing area. The first bus stop is approximately 2 miles from the housing area. I hope that the future Helemano will have its own gas station and gym. I really enjoy living out here and the above mentioned items will be a great plus. If you can, please respond to my requests. Thanking you in advance.*

(Army, E-6, other, Male, first assignment, Helemano)

*We live in brand new quarters that we like very well. It seems that there was little quality control in the work the building contractors did, also the quarters should be left clean. Our floors were filthy when we moved in. My husband came from a remote tour in Korea. He was assigned a single sponsor and this caused many problems, because he was unaware of family housing procedures. Many of the problems stemmed from lost paperwork sent from Korea and a brand new Battalion here.*

(Army, E-4, other, Female, first assignment, Helemano)

*Housing should be treated for ants and roaches at least once every 3 months by the government. I know everyone on our block has an awful ant problem inside our new housing. The wives are treated as if they have all day to take care of all the problems that arise, but several military wives have full time jobs and are never home during the day. We moved into a new townhouse in Helemano last November. Our floors are still stained with red dirt, our carpets on stairs was filthy dirty. We had to try to clean it ourselves after we moved in. Buffers do not work to clean our floors, the stains are still very noticeable. Housing should be cleaned before we have to move into it.*

(Army, E-6, Schofield Barracks, Male, first assignment, Helemano)

*The only major suggestion or improvement that I have is to build a bigger shoppette with a gas station in Helemano. The shoppette here is too small and has inadequate supplies. It was probably built years ago for the barracks personnel and the few housing units that were here. But Helemano has grown and the shoppette is still small serving hundreds more people. Surely if the government can spend money to build a new gas station shoppette on Schofield's Trimble Road, when they already have a gas station, three shoppettes, a commissary, a PX, and a Self-help Store, they can at least think of the growing Helemano community and give us a little convenience. If I may, may I please have a response to this idea. Thank you!*

(Army, E-4, Wheeler Army Air Field, Male, first assignment, Helemano)

*Many problems with racism in Hawaii, regardless of race. Noise pollution, respect to peace and quiet/privacy. Many problems with disregard to established policies, (e.g. stereos too loud (home and auto). More on autos, speeding in housing areas, pet feces in common areas and in someone else's yard, children riding bicycles around cars, playing in car stalls and in streets, parental control of children. Disrespect to other soldiers, military, some else's property. Inadequate privacy/insulation in walls, ceilings, floors of multifamily units. (To be vulgar, we can hear neighbors in bed.) In general, policies need to be updated immediately and STRICTLY ENFORCED. Mail to current residents and require a return form be signed and mailed back for proof of receipt and agreement to compliance. Send second notice and call those who have not returned form by suspense date. New tenants to return form 10 working days after moving in. Then, ENFORCE. Too much leniency.*

(Army, E-6, Schofield Barracks, Male, first assignment, Schofield Barracks)

*The housing units need some sort of insulation or sound proofing; there is too much noise between the quarters. Units should be provided with curtains and drapes. Service members should not have to spend a lot of money moving every time they move because the quarters need different sizes of drapes and curtains. Visitor parking should be for visitors and not for the 2nd or 3rd car of the occupants. We have 6 visitor places in our court and 90% of the time they have occupant cars parked in them so guests park on the one end and either block me in my space or out of it.*

(Army, E-6, Schofield Barracks, Female, first assignment, Schofield Barracks)

*I think if contractor can't be hired to repair fences (wooden) or paint exterior quarters, that Self-help should carry the necessary equipment to improve the exterior of older quarters.*

(Army, E-5, Schofield Barracks, Male, first assignment, Schofield Barracks)

*We think fences should be put up around the trash collection areas on Hapapa Street because the animals keep getting into the cans and tearing the garbage out.*

(Army, E-5, Schofield Barracks, Male, first assignment, Schofield Barracks)

*We live at Wheeler, but I work at Camp Smith and my headquarters is at Hickam. So it would be nice to be closer to the Air Force facilities. The lighting in housing is not enough. There are no overheads. Plus, if you don't have central air, they should at least provide ceiling fans. The*



bathroom is the darkest room in my house, and you can't put a lamp in there. Plus if more than one person needs to get ready for work at a time, it's an impossibility. The play ground is not lit at night or at dusk. It is in constant need of repair. If it was fenced in, mothers with younger kids would be able to use the areas.

(Air Force, E-5, Camp Smith, Female, first assignment, Wheeler Army Airfield)

Pest control should be provided every 3 months. It has never been done. MPs set up speed traps before 8 a.m. and after 8 p.m., not when children are in danger. School buses are terrible about speeding around Wili Wili Circle without being bothered by MPs. DoD police are overzealous and rude. The people at the housing office refused to tell us how much TLA we were entitled to which would have helped us with budgeting. Pets, both cats and dogs, should be leashed or fenced. Enforcement is needed!!!

(Army, E-6, Schofield Barracks, Male, first assignment, Wheeler Army Airfield)

It took 10 weeks to get an air conditioner put into quarters even with proper paperwork per doctors immediate request for medical reasons. Our street lights do not come on half the time and it is way too dark in our neighborhood. Four-year old kids play in my neighborhood without any supervision. I never see any MP's. We get notices to mow our lawn when common areas are overgrown. It should be easier to get a fence than 1 year, even if we buy it ourselves.

(Army, E-4, other, Male, first assignment, Wheeler Army Airfield)

I believe far too many "fix-it" related projects are the responsibility of the occupant, e.g., screens and plumbing. Also, the playing of taps is incredibly loud and aggravating on Wheeler. It's downright inconsiderate considering how many young children and babies (with exhausted parents) live on my street on Wheeler alone! It's just another hollow and meaningless tradition which manages to wake up half my household at 10 p.m. this should be stopped immediately.

(Air Force, E-6, Hickam Air Force Base, Male, first assignment, Wheeler Army Airfield)

Wheeler AA should not be an opened post—anyone can enter during duty hours. Cleaning of quarters prior to PCS should be taken care of completely by the housing office. Clubs should not be located near housing areas—e.g., Wheeler club open on Fri and Sat nights in my backyard. A quarterly pest control program should be implemented—mosquitoes spraying at least.

(Air Force, E-6, Wheeler Army Air Field, Male, not first assignment, Schofield Barracks)

The brown street signs at Hickam are real hard to read at night! Cheap paint on walls washes off when washing finger prints, etc. off. Walls too thin (no insulation). Can hear neighbors having sex in the middle of night, and their kids wake us with nightmares when they run into parents room. Covered car ports (etc.) are needed in our area—car paint jobs are being ruined. Hickam Flightline housing is atrocious! Water heater is same size for 2 occupants or 10 and it does not work well. Because there is no insulation, you can hear neighbors and from my second floor bedroom (with the air conditioner on) you can hear normal conversation on front walk. The central air conditioning is poorly designed resulting in several "hot" and "cold" areas of the house which don't respond to opening and closing vents. The air conditioner drain is also poorly designed and clogs up on a monthly basis spilling water over the washer and dryer (a/c unit is located above the washer and dryer).

(Air Force, O-5, Camp Smith, Male, first assignment, Hickam Air Force Base)

*Self-help should be open early in the morning. There needs to be a system of checking the number of pets per unit—some have many. Rules regarding dependent children should be passed out when people get keys for housing. Let them know a child under age 5 must be accompanied AT ALL TIMES by an adult. Children under the age of 10 can not be left alone at home or in the car even for a few minutes. Children must be 12 years old or older to baby-sit (even for their siblings). There is a 10 p.m. curfew for children under the age of 18. I have seen these rules broken on a daily basis by MANY people. Suggestions on how to deal with excessive noise by the uncooperative neighbors should be provided. A party across the street from my place went on until 4 a.m.—extreme noise—vulgar language—and it was during the week when most people need to be up at 5 a.m.*

(Air Force, E-7, Hickam Air Force Base, Male, first assignment, Hickam Air Force Base)

*Increase the number of showers and/or bathtubs. Make the bathtubs larger. Provide more linen closets. Provide more outside storage. Work on sewer system in the older housing on Hickam. the pipes are breaking down on the inside. Either put central air conditioning in or provide window a/c's. A possibility is to put windows on opposing walls in the older housing, like the new ones being built, then the trade winds can take care of a/c.*

(Air Force, E-8, Hickam Air Force Base, Male, first assignment, Hickam Air Force Base)

*Power outages occur too often and without notice to residents—once occurred at 0500 recently as the service member was getting up to go to work. He left to go to work without a hot breakfast. Because of the age of our housing unit, we are concerned about what kind of condition our electrical wires throughout our unit are in. There probably should be some kind of preventive maintenance inspection on electrical wiring within each unit.*

(Air Force, E-5, Hickam Air Force Base, Male, not first assignment, Hickam Air Force Base)

*I am strongly against the "live where you work" idea. I am in the Air Force. I work at a Navy base in a joint command and would not accept Navy housing. The Air Force has extremely slow promotion rates compared to the other three services. I feel Air Force housing is an Air Force benefit. I don't care if members from other services live in Air Force housing, but I think it is unfair for Air Force members to be forced to live in another service's housing area.*

(Air Force, E-5, other, Male, first assignment, Hickam Air Force Base)

*We need better lighting in the main living areas. Up to date kitchens and bathroom would greatly improve quarters. The lanais need to be closed in for better privacy and noise control. It's hard to go to sleep at night when the neighbor is watching TV or talking. The TV is not loud but it makes it difficult to sleep. The lanais also need additional electrical outlets. Someone needs to look at housing individuals by rank. On my court of three multiunits, there is an O6, several O5s, O4s, and one O3. We all get along, but this could be a difficult living arrangement for individuals that might have to work together. I think families living in multiunits should be given the option to move, at their own expense to a single or double unit before someone with no time on the waiting list, or when a unit is open.*

(Army, O-5, Camp Smith, Male, first assignment, Hickam Air Force Base)



Noise in family housing is a big problem where we live. People are very inconsiderate and rude. On occasions when we have called the MP's, we have been told to try and talk to our neighbors before they will come. In my opinion, that just makes the situation worse. Afterwards, the noisy neighbor gets an attitude and chip on his shoulder. Therefore, he does more and worse inconsiderate things. We also have no yard for our child to play in. And the children at the parks and recreation centers are rude and usually unsupervised.

(Marine Corps, E-6, Kaneohe Bay, Male, first assignment, Kaneohe)

Paint contractors are poor. They paint over uncleared paint surfaces with poor painting techniques. The paint peels off the wall by just simply rubbing up against them. Open plumbing under the bathroom sinks and cinder block construction of these units add to an unattractive and somewhat embarrassing appearance, especially when family members visit. Uncarpeted/white tiled floors was a very poor decision due to the fact that most people who live in these quarters have small children who can turn white tile into a sandbox in a matter of seconds. Space in general, especially the kitchen and storage spaces, do not even come close to storage capabilities of weight allowance for people who reside here. If new units are built, please consider putting in closet doors that are not top roller sliding doors.

(Marine Corps, E-5, Kaneohe Bay, Male, first assignment, Kaneohe)

Allow members to wait for housing units that have fenced yards. Units without, pose safety hazards when little children are involved (1-3 yrs). Work towards a change in contract to allow 802 housing to have fences. Have Self-help Stores have shrubs every week, not once a month or so. It's just luck if that particular Wednesday you go there's any plants. Ensure housing employees totally inform members of the policies in accepting or declining housing. Allow more than 24 hours to decide whether to accept quarters or not (preferably 72 hours).

(Marine Corps, E-5, Kaneohe Bay, Male, first assignment, Kaneohe)

The biggest complaint I have is the lack of lawn maintenance in the 802 playgrounds. Other concerns include dog owners not "picking up" after their pets. Cheap basketball nets that fall apart and are rarely replaced. The unnecessarily loud speaker system that "echoes" throughout 802 housing area (can never get an early sleep). I could easily solve the problem by shutting all my windows and buying a couple of air conditioners, but I don't want to waste electricity. It would be much easier if they just "cut" the speaker wires! I do appreciate the "no parking" on one side of the streets. I feel this will make the housing area much safer.

(Marine Corps, E-6, Kaneohe Bay, Male, first assignment, Hana Like (Section 802))

We were unaware of the fact that civilian housing was available to purchase. The CHRRS program mentioned in #24 was never brought to our attention. If we had known this existed, we would be living in our own home now in Hawaii. This is our 2nd tour here and we love it here in Hawaii. The CHRRS office should make themselves known—by advertising; in the housing brochures and the "Aloha Ohana."

(Navy, E-5, Barbers Point, Male, not first assignment, Barbers Point)

*Living in post WWII and forfeiting full VHA and BAQ should be reevaluated. Substandard is substandard. Requiring military personnel to pay for dedicated air conditioning circuits to install air conditioning in Hawaii "Leeward Side"! If you let me take it with me when I leave!!!! I was offered housing by someone who had no authority to make the offer. I was informed that even though it was not an authorized offer, I had to take it or loose my TLA! Who makes the housing rules around here? It's bad when the people living in an area call it the "slums."*

(Navy, E-6, Barbers Point, Male, first assignment, Barbers Point)

**Appendix C**  
**Child-Care Frequencies**

## Child-Care Frequencies

Table C-1 presents summary information of the response frequencies of the comments on Child Care tabulated according to category.

**Table C-1**

### Summary of Response Frequencies According to Category

Category Name	Response Frequency
<b>Child Care</b>	
Policies and Practices	14
Treatment of Patrons	4
<b>Total</b>	<b>18</b>

Table C-2 presents summary information of the response frequencies of the comments on Child Care tabulated according to Housing area. Only those Housing Areas represented by a comment are listed.

**Table C-2**

### Summary of Response Frequencies According to Housing Areas

Housing Area	Response Frequency
Camp Stover	3
Catlin Park	3
Halsey Terrace	1
Helemano	3
Iroquois Point	1
Little Makalapa	1
Schofield Barracks	1
Pearl City Peninsula	1
Puuloa	2
Wheeler Army Airfield	2
<b>Total</b>	<b>18</b>

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, is it their first assignment in Hawaii, and in which housing area they reside.

### **Programs and Supervision**

*Adult supervision in housing areas is almost nonexistent. Everyday, cars have to completely stop, honk their horns, and shout for children to move themselves and/or their bikes out of the middle of the main road. Sidewalks are not used like they should be.*

(Navy, E-6, other, Male, first assignment, Camp Stover)

*I feel that safety is needed for young children. Parents should be held accountable for having little children outside near or in the streets playing without supervision. Security should not drive by and do nothing when they see these children unsupervised.*

(Navy, E-6, other, Male, first assignment, Camp Stover)

*No children left outside unattended should be better enforced (age requirements).*

(Navy, E-7, Naval Base Pearl Harbor, Male, not first assignment, Halsey Terrace)

*A major problem in this housing area is unsupervised children. The noise and disruption they generate is unbearable. The unceasing shrieks and screams and balls hitting your cars and house make it very unpleasant to live here. The parents seem oblivious to the disruptions their children are causing. Toddlers are taught their playground is the street. It's very frustrating when you can't back out of your own driveway due to the cluster of children in your way and have no intentions of moving. I can't wait until we move and get away from this situation. I have signed only a couple of instances. There are more! Why not try to group childless couples in a certain area and couples with children in another. I feel couples such as us should have a voice and I hope my comments provoke some thought on this topic. Thank you.*

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Little Makalapa)

*I would like to express my concern for child care programs. We have one in the area not run by MWR and doesn't offer part-time care. The other military installations have extremely long waiting lists. We need more child care.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)

*Stray pets are out of control. As well as young children (10 and under) who use the streets as play grounds. There are recreation/park areas designated in each of our housing areas for children to play. And the curfew laws/rules are not enforced.*

(Navy, E-6, Barbers Point, Male, first assignment, Iroquois Point)

*We are concerned about the number of small children that run the streets all day without a parent or older child watching them. When security or C.P.S. is called, nothing seems to be resolved in the end process because the child is still out all day, dirty and hungry. I understand this is actually a world wide problem, but this is America and the parents should be held liable, it's very sad.*

(Navy, E-5, Barbers Point, Male, first assignment, Puuloa)

*More child care facilities are an absolute necessity. The waiting list of 8-12 months is outrageous! My family has had to use Pearl Harbor child care facilities, many miles away. The lax inspections on housing upon a family leaving is greatly appreciated! One suggestion though—if it is to be continued, the government contractor should d a more thorough cleaning job before the new family is allowed to move in. We were told to accept our house "as is," and that the contractor would return at a later date to finish cleaning. This never happened (especially the floors). Thanks for an overall great job!!!*

(Navy, E-6, Barbers Point, Male, first assignment, Puuloa)

*I have three children (teens). I've lived in housing for eight years, and have had control over my 3 girls (curfew etc.). The biggest problem in my housing is unattended children from 2 years - 7 years in age.*

(Navy, E-9, Naval Base Pearl Harbor, Male, not first assignment, Catlin Park)

*More children need to be monitored because of the destruction to property. For instance, some of the children broke off all the keys to the parcel mailboxes. And children should not be allowed to play in other people's carports when they are not at home. They should go to the playground or stay in their own yard.*

(Army, E-4, Schofield Barracks, Female, first assignment, Heleman)

*Also, the older children in our neighborhood and the surrounding areas have an awful habit of teasing everyone's dogs, which are fenced in the back yards. This is a very large problem. They put their hands through the fences to pet them but someday one of them is going to get bit. Who gets in trouble if the dogs ever bite them? Even if they are in their own yard and fenced, we are told we'll be kicked out of housing. If that is true, it's wrong. Parents need to control their kids. Children have no right to do whatever they want just because they live on base.*

(Army, E-6, Schofield Barracks, Male, first assignment, Heleman)

*I cannot believe how many young children run around outside without supervision. In our area, there is a three year old boy that is always outside bugging the neighbors property and his parents are in the house, not watching him. The little boy has pulled my plants up, thrown my pebbles out of the flower beds and done a lot more to the neighbors property. We take him home, tell his parents and 10 minutes later, he is back without someone watching him. I feel that the rules for children being outside without a parent should be a lot more strongly enforced. That way there won't be so many young (3-6 yr) children out by themselves doing whatever they want and no parent to be found.*

(Army, E-5, Schofield Barracks, Male, first assignment, Schofield Barracks)

*Children under age are allowed to run free in the courts and around the streets without any adult supervision. The kids play around people's cars and scratch them with their bikes and toys. Without supervision, children can be very destructive.*

(Air Force, E-5, Wheeler Army Airfield, Male, first assignment, Wheeler Army Airfield)

*More parental supervision on Wheeler AA, spouses and children have to be told that yards (especially front!) belong to the present occupants and are NOT playgrounds. They think that front yards are public property and destruct them at will!!!!!! Their favorite quote is "The yard doesn't belong to you!" Inspections of lawn maintenance are not happening! The goof-offs know this and don't bother cutting or trimming!!!*

(Army, E-8, Wheeler Army Air Field, Male, first assignment, Wheeler Army Airfield)

### **Playgrounds**

*The play areas in Camp Stover need to be cleaned up. More equipment is needed for the children to play on. The play ground at the front of camp Stover could use a couple of slides (big and small) and jungle gyms. I'm going to be doing day care (certified) in my home (ages new born*

*to 4 years) and would like some place to take the kids to play and have picnics. These facilities would be greatly appreciated and much needed. Also, a few good picnic tables would be really nice. Thank you.*

(Navy, E-5, other, Male, first assignment, Camp Stover)

*Playground equipment is poorly maintained. The policy of waiting all day for a maintenance call is a total waste of time for working couples. The housing inspectors should write up discrepancy lists and the maintenance company should not be paid until the job is completed correctly. When policy changes are made, they should be put out to the residents before notices of noncompliance are sent out.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Catlin Park)

*The playground equipment is in dire need of repair and painting. I have requested paint to do the job but I have not received an answer from housing. It has been 5 months.*

(Navy, E-7, other, Female, first assignment, Catlin Park)

*The Youth Center needs to be open on Saturdays and closed later during the week. The equipment in the gym in Heleman needs to be replaced with newer equipment.*

(Army, E-6, Schofield Barracks, Female, not first assignment, Heleman)



**Appendix D**  
**Temporary Lodging Allowance (TLA) Frequencies**

## Temporary Lodging Allowance (TLA) Frequencies

Table D-1 presents summary information of the response frequencies of the comments on TLA tabulated according to category.

**Table D-1**

### Summary of Response Frequencies According to Category

Category Name	Total Response Frequency
Temporary Lodging Allowance	8

Table D-2 presents summary information of the response frequencies of the comments on TLA tabulated according to housing area. Only those housing areas represented by a comment are listed.

**Table D-2**

### Summary of Response Frequencies According to Housing Areas

Housing Area	Response Frequency
Fort Shafter	1
Hale Moku	1
Hana Like (Section 802)	1
Helemano	1
Kaneohe	1
Manana	1
Red Hill	1
TAMC	1
<b>Total</b>	<b>8</b>

Note. TAMC = Tripler Army Medical Center.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, is it their first assignment in Hawaii, and in which housing area they reside.

*TLA—I don't feel housing personnel should pressure new personnel coming to the island with finding a house by saying 10 houses a week will be viewed or your TLA will be cut off. It's a lot of stress in moving as is and being active duty in a new command and they putting pressure on us for a work schedule and dealing with housing pressure to find a place and find it now or your TLA will stop is not a good welcome aboard for new personnel.*

(Navy, E-5, Camp Smith, Female, first assignment, Hale Moku)

*TLA should be approved when SVC member's wife and children arrive from the states and do not change the rule in the middle of the move.*

(Navy, E-8, Naval Base Pearl Harbor, Male, first assignment, Manana)

*Need to "relook" TLA administration. Specifically—Excessive pressure to accept substandard civilian housing simply because "you looked and it was available". Pressure to look at "X number" of houses per week; but very little flexibility in refusing it.*

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Red Hill)

*TLA does not RELIEVE financial problems. But, it sure helps it from becoming a financial problem if it's well managed. Each popular TLA approved hotel should have a military liaison to do scheduled meetings for all the TLA personnel (incoming).*

(Army, E-8, Camp Stover, Male, not first assignment, Fort Shafter)

*VHA should help soldiers and not let it become a financial burden due to repayment plans. TLA should become available to any and all soldiers immediately (after proof of sponsorship) once married to help any out of pocket expenses for the military member (re: housing).*

(Army, E-6, Camp Stover, blank, first assignment, Tripler Army Medical Center)

*We received no information about TLA or housing before being transferred here. A packet of some sort should be available for first time movers (locating anywhere) to help with the system of TLA's moving in general.*

(Army, E-6, Schofield Barracks, Male, first assignment, Helemano)

*I think the TLA amounts are way too high. The local hotels, motels and resorts are playing a game. We state a given amount per rank/family size, and the locals are matching the prices. The cost of a one-day stay at most hotels, etc., without kitchen facilities exceeds the standard going rate, when a member is on TLA. To save budgeted money, get control of the situation. Force the locals to stop the rip off.*

(Marine Corps, E-7, Kaneohe Bay, Male, not first assignment, Kaneohe)

*TLA should be handled in a much better way. Families are brought to Hawaii and without knowing anything about the island are forced to go seek a place to live. We are also forced to come up with a good reason why the places on the list wasn't accepted. Military members end up "lying" to keep themselves out of trouble. We deserve to be treated like human beings, not criminals. It seems like TLA is more of a hassle than help. Everyone isn't trying to beat the system.*

(Marine Corps, E-5, Kaneohe Bay, Male, first assignment, Hana Like (Section 802))

**Appendix E**  
**Suggestions Frequencies**

## Suggestions Frequencies

Table E-1 presents summary information of the response frequencies of the comments on Suggestions tabulated according to category.

**Table E-1**  
**Summary of Response Frequencies According to Category**

Category Name	Total Response Frequency
Suggestions	39

Table E-2 presents summary information of the response frequencies of the comments on Suggestions tabulated according to housing area. Only those housing areas represented by a comment are listed.

**Table E-2**  
**Summary of Response Frequencies According to Housing Areas**

Housing Area	Response Frequency
Aliamanu	6
Barbers Point	1
Catlin Park	2
Ford Island	1
Fort Shafter	1
Hale Moku	3
Halsey Terrace	1
Hana Like (Section 802)	1
Hickam AFB	1
Iroquois Point	4
Kaneohe	2
Lualualei	1
McGrew Point	2
Moanalua Terrace	1
Pearl City Peninsula	3
Puuloa	1
Red Hill	1
Schofield Barracks	5
TAMC	1
Wheeler Army Airfield	1
<b>Total</b>	<b>39</b>

Note. Hickam AFB = Hickam Air Force Base, TAMC = Tripler Army Medical Center.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, is it their first assignment in Hawaii, and in which housing area they reside.

*I live on Ford Island. The major issue that could be improved is to paint and repair the houses' exteriors. They need it (Quarters N). Maintenance issues stem from lack of supervisors and job site inspection by them. Examples:—The heat pump on my hot water heater has been broken since 1989 yet they come to "service" it. It has a tag on it that says it has seized. Why not fix it?—One wall has termite damage, crew repaired the wrong wall before I moved in during July 92. Supervisor did not monitor the work as best I can tell—To assist families with 2 working people need either evening repair service or Saturday morning service by appointment.—Tree trimming parties do not have proper supervision, often cut the trees excessively which detracts from appearance and shade. Overall, quarters are good and office service is fine. You need to get your supervisors in the field and have them talk to the customer!*

(Navy, O-6, Naval Base Pearl Harbor, Male, not first assignment, Ford Island)

*Central air would be helpful for all.*

(Navy, E-5, Naval Base Pearl Harbor, Male, first assignment, Hale Moku)

*Parents should be made to be more responsible for their children. Lawn care should be more closely monitored and enforced. Two car slots should be provided for 2-car families Residents should be able to ticket people in their parking spots. No-children families should be allowed to live in areas without families with children.*

(Navy, E-6, other, Male, first assignment, Hale Moku)

*Overall, housing is great. My neighbors are a problem, though. They are very rude. I think that nonsmokers should live in areas with nonsmokers and smokers live in areas with smokers.*

(Navy, E-5, other, Male, first assignment, Hale Moku)

*Provide fertilizer at Self-help along with other lawn care products. It can only benefit everyone that lives there. Regularly check for termites at all quarters with qualified pest control experts. Regularly survey all residents on bathtub/sink clogs to determine which pipes need replacing. I want to reiterate to specifically point out the fact that I strongly disagree with question 57H. I already have enough bills to pay in Hawaii. Please don't take away the privilege of free utilities.*

(Navy, E-7, other, Male, first assignment, Halsey Terrace)

*I think you should provide recycling bins at the community center areas of family housing. I think you should have a monthly "contest" for energy/water savings like you do for yard of the month.*

(Navy, O-4, Barbers Point, Male, first assignment, McGrew Point)

*After-hours maintenance repairs should be considered for dual military members and Saturday inspections. If there's to be a quality control check after a job is completed (after we send*



*in the little post card), make sure the follow-up takes place and don't use the cards! We haven't had a problem, but if I didn't have a dishwasher when I moved in (because it's not permanent) it would have bothered me.*

(Navy, O-5, other, Male, first assignment, McGrew Point)

*Housing Office is better today than when we arrived to Hawaii. Overall they do an adequate job. Self-help needs more realistic hours, i.e., from 2 p.m. to 7 p.m. vice closing at 5 p.m., most people work during their hours of operation. Housing area improvement should have some sort of program for suggestions by residents. Stricter and more uniform inspection of areas residents are responsible for. Better time schedule for repairs to units. Most repairs require one member of the household to be present and usually we are given a time frame of 4 to 5 hours. Sometimes the military member cannot be there so the spouse loses at least 1/2 day pay for minor repairs which only require 20 minutes. Suggest a 1-2 hour time allowance. After 5 p.m. to 9 p.m. might also be acceptable.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Moanalua Terrace)

*I feel the way personnel are assigned housing is UNFAIR (bedrooms to dependents). I have been squeezed into a two bedroom with 3 dependents (child was not old enough for me to qualify for 3 bedroom) for several years, but yet I see people with none or one dependent being assigned multiroom units (one adult, one child with three bedrooms/two adults no children with two-three bedrooms). This is a practice that should warrant a very close scrutiny. People should be allowed to do more extensive repairs/improvements to housing other than general maintenance (with approval of course) even if the member would incur some or all the cost.*

(Navy, O-3E, Naval Base Pearl Harbor, Female, not first assignment, Pearl City Peninsula)

*Mandatory self-help designs severely limit what the occupant can do. There are talented people who can design better and cheaper improvements. If design is mandatory, housing should pay for material. I will live here for 3 years. I should be able to design improvements to fit my need and have the opportunity to have them approved to stay when I leave. You are missing out here! Houses still too small. Odd size patio doors in Pearl City should have vertical blinds or alternative provided. Size too large for standard drapes. Blinds cost me \$200+.*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula).

*Although the military family housing provides an extremely important and essential service to the military members and their families, the quality of some housing in my opinion is substandard to today's needs. I believe even in today's tough budget times, these areas could be addressed with minimal impact on monies and return an even better product to the members. Some examples of this are: Kitchens—Should be larger than 6' x 4' in size with hoods and/or ventilation up drafts over stove and oven, not wood like cabinets. Supply and approve families to paint exterior of homes in consolidated unit effort with supplied paints, etc. Supply & install air conditioning/heaters in units. These are just a few items that would drastically improve the quality of life for members and families. With the downsizing of our force, we need to ensure that the home is as stable and pleasant as possible to ensure that we can concentrate our efforts on things at hand.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Pearl City Peninsula)

*Establish a neighborhood over-watering control panel. Outdoor garden lights should be banned. I strongly support metering energy consumption. Build an outdoor/indoor roller skating arena in AMR area. Open a craft shop in the AMR. Install a stoplight in corners on Bougainville and Aliamanu (AMR housing). Ban graffiti and gangs. 24 hour shoppette is a SUPER IDEA!!! Build a movie house in the AMR area. Assign number of bedrooms based on the number of dependents.*

(Army, E-6, Schofield Barracks, Male, first assignment, Red Hill)

*Why is there no place on base for the Christian/nondrinker to go to relax, get together and/or dance? The only places to go are drinking establishments.*

(Navy, E-5, Barbers Point, Male, first assignment, Barbers Point)

*Please upgrade playgrounds. House department over work—attitudes reflect job burnout. Pest control—these ants are worse than the roaches. Don't make new rules, just enforce the ones you have. Let new residents in on the fact that they should attend community meetings to get information. Carpenters do less than adequate work—inspectors are not qualified to inspect carpentry repair. Unit are getting run down due to lack of regular maintenance inspections and repairs. Please don't start charging rent!*

(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Iroquois Point)

*Residents should be allowed to leave plants they have put in at quarters. Shuttle bus should be reinstated at Barbers Point which would go out to Makakilo bus stops to get to Aiea etc. Cats should be confined to fenced yard or kept inside unless fixed. Self-help should stock outside paint for doors and garbage can stalls.*

(Army, E-6, Camp Smith, Female, first assignment, Iroquois Point)

*Need to add NCTAMS EASTPAC to current work site (question #4). Housing offices should give a person (family) at least two (2) houses to look at before telling them if they do not accept the first one offered they will have to be taken off TLA. Housing office should keep their word when advising families that repairs will be completed on housing unit prior to scheduled move in date. Lights should be mounted near and around teen center at Iroquois housing. Living in Iroquois housing and having to work at NCTAMS EASTPAC is not my ideal of living where you work. Some type of compensation should be provided to members that carpool, given the high cost of living and gasoline prices. Neighborhood watch is a good idea, to help prevent vandalism, rapes and thefts around the neighborhood.*

(Navy, E-6, other, Male, first assignment, Iroquois Point)

*We need a gym, movie theater and pool in the Iroquois Pt housing area. Make a water front park at the Pearl Harbor part of Iroquois Pt. At least clean it up and keep the local civilians out! Make a little league complex at Iroquois Pt or at least one field. Signs that say "Sign in before you ask a question. . ." are inappropriate and rude. Why do you let your employees do things like this? I never see any shrubs stocked at Self-help!*

(Army, O-4, Schofield Barracks, Male, first assignment, Iroquois Point)

*Conduct routine insecticide treatments in areas requiring same, i.e., Lualualei. Rules should be tailored to each housing area. The 100' fence limit is ridiculous. OCFHO staff need to improve customer service, need training on how to treat customers. Response time to minor problems will prevent major ones. The program for installing ceiling fans is inconsistent with energy conservation. Need to have housing provide electrician for hook up. Total cost for installing fan is \$500+, an a/c costs \$200-\$400.*

*(Navy, O-3, other, Male, first assignment, Lualualei)*

*Our housing could use a full time recycling center or street pick up would be even better. Without the push, no one is willing to go out of their way to want to do it!*

*(Navy, E-7, other, Male, not first assignment, Puuloa)*

*Senior NCO's and Officers should be encouraged to live in the civilian housing communities, because these personnel receive more VHA then do the lower enlisted (E-1 through E-5). This way more housing can be given to the first timers with families like I was when arriving to the Island.*

*(Army, E-4, Schofield Barracks, Male, first assignment, Aliamanu)*

*Service members on deferred travel status should have just as much priority on the housing waiting list as those with concurrent travel status on TLA. Yard of the month competitions should be judged on natural beauty, not ornamental decorations and excessive amounts of landscaping expenses. Playgrounds need to be upgraded and maintained. Playgrounds should fit the needs of children of all ages, not just older children. Occupants with no children should be quartered separately from those with children. Rules for qualifying for larger housing units needs to be reevaluated, i.e., a family of four, with both children of same gender under the age of 8 should be allowed separate rooms due to the lack of space in the small bedrooms. Let's give the kids a little space, guys!*

*(Army, E-6, Tripler Army Medical Center, Male, first assignment, Aliamanu)*

*More single level housing should be made available to handicapped members. Most housing is 2 story and single level housing is hard to get.*

*(Navy, E-6, other, Male, first assignment, Aliamanu)*

*Overall, I am very happy living in military housing. All concerned are trying to make the best of cramped, over-crowded, expensive Hawaii. TLA coming in is great/when leaving (PCS). TLA should be for 3 days not one. Housing units would be easier to clear, less stress on family. Housing close to work is an excellent idea. However, an island wide placement should be allowed when local housing is not available. I know of Navy housing that sat vacant while Army housing was full.*

*(Army, O-5, Camp Smith, Male, first assignment, Aliamanu)*

*Housing inspectors should follow up on complaints of serious RAT infestation. Garbage should be in dumpsters to help prevent loose trash in yards (including used diapers and tampons and pads) versus individual trash cans. Spouses should be able to contact Senior Occupant when needed even if service member is not deployed or in field. Because of regulations not being enforced, unsafe structural damage in quarters, RAT infestation and trash all over area, we do not plan on living in government quarters when we PCS in September.*

*(Army, E-5, Schofield Barracks, Male, first assignment, Aliamanu)*

*A survey for a shuttle bus service from AMR to TAMC/Ft Shafter (A.M./P.M.) should be taken to determine if it is feasible. Hours of operations should be—A.M.=0530/0630 and P.M.=1600/1700 hours. This would cut down the traffic during rush hours and protest the "Slick Willy" proposed 4 cent a gallon tax on gas.*

*(Army, E-7, Schofield Barracks, Male, first assignment, Aliamanu)*

*The following are comments by a service member residing in government housing but also an MP who may see things in a different perspective: Senior occupant/major program does not function. MPs are consistently called to deal with problems that are not of a law enforcement nature, i.e., one neighbor does not like the other neighbor. There needs to be a 100% improvement in outdoor lighting. Parking areas are way too dark. Check out the increase in auto break ins and check the lighting in the areas where they have occurred. Removing DoD guards from AMR was a big mistake. Juvenile problems have increased. There are local gangs entering housing areas for purposes of recruiting criminal activity to include drug distribution. This is contrary to what certain officials want to believe. Houses with jalousie windows cannot be properly secured. Neighborhood Watch Programs need to be aggressively introduced, established, and maintained.*

*(Army, E-6, Camp Stover, Male, first assignment, Fort Shafter)*

*I am a command family housing representative (CFHR). My greatest heart ache with housing is that I've seen housing inspectors not follow through with complaints from residents. They are either overworked or some don't care. Maybe both? The military I believe should assume most housing inspector duties. We live in housing and care what happens in it. The Admiral for COMNAVBASE believes in supporting housing; but he doesn't have the money and command support to fulfill goals. Housing is a low priority item with commands, out of sight/out of mind. I could spend 40 hours a week in housing helping residents, but the command leadership really couldn't care. There are no rewards. Except self-satisfaction. This is a collateral duty. If this was the civilian community, management of an area as large as I have probably would require at least 2-3 people full time. I know housing could be better, "we care", let those who care manage "our housing."*

*(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Catlin Park)*

*With large number of residents rotating in and out of Hawaii, overall housing is in fair shape. Stricter regulations, more frequent inspections of quarters, with tenant present and answerable, could/would prevent many poorly maintained, shabbily kept units. Not everyone takes pride in the quarters they're provided. "An ounce of prevention, will save countless man hours and dollars!!"*

*(Navy, E-7, Naval Base Pearl Harbor, Male, first assignment, Catlin Park)*

*On putting meters for utility consumption. It should be used to prevent individuals from abusing free electricity. A ceiling should be put on electrical use and those who exceed it should have to pay for the excess over the ceiling. I don't think it's fair that interns get housing immediately while everyone else has to wait. We need to build more officer housing. No one should have to wait for more than 3 months to get housing. Need more personnel for maintenance and clean up so*

*empty housing doesn't sit there while waiting to get repaired. It should be moved into within 1 week of clearing. There should be a spare room in every unit. If you have 2 kids under 10, you should get a 3 bedroom: 1 for parents, 1 for the kids, and 1 for a den, i.e., computer, extra bed, all that junk you accumulate over the years.*

*(Army, O-3, Fort Shafter, Male, first assignment, Tripler Army Medical Center)*

*Sponsorship program should be standardized across all commands. Some work. It did not work for me. Trash collection crews are extremely discourteous, obtrusive, loud, help themselves in our patio area and leave trash in the roadway.*

*(Army, O-4, Camp Smith, Male, first assignment, Schofield Barracks)*

*There are three areas that I am really concerned about that I believe needs to be focused at closer. Military police patrolling of speed in housing area. Since I arrived here in Jan 93, I haven't seen MP's monitoring speed in housing areas only twice. I don't know how the MP's are staffed, but there need to be more speed monitoring. Summer months especially, with the abundance of kids while school is out. Which brings me to this point, kids need to be monitored closer by parents or guardians. This is one of the two places that don't maintain supervision over their kids. Vehicles get vandalized or damaged and they seem to take over the roadways with play. Housing areas general housekeeping. I approve adding on to quarters, but there should be standards set to abide by. Many quarters occupant upgrades are a very pleasant looking addition, but there's also the eye sores. To sum all three up, there need to be more patrolling in housing areas by housing inspectors as well as MP's.*

*(Army, E-6, Wheeler Army Air Field, Male, not first assignment, Schofield Barracks)*

*I think it would be helpful if the sidewalks had ramps at either end. I have broken two strollers due to the lack of ramps. What if there was a family member in a wheelchair? That person would have to be wheeled in the already narrow streets in the housing areas.*

*(Army, O-3, Schofield Barracks, Male, first assignment, Schofield Barracks)*

*TLA—maid service for quarters cleaning is lacking (bad); give extra days. Let soldier decide how quarters to be clean, (paid service or day). Soldiers clearing still clean quarters and have pressure from housing and contractors from my observation come sit/smoke/eat/joke, pocket our government money and do nothing.*

*(Army, E-7, Schofield Barracks, Male, not first assignment, Schofield Barracks)*

*Tell occupants not to stick their nose where it don't belong. More radar monitoring of streets. Tell occupants they cannot stop children from walking on "their" grass to reach to lots and playgrounds. Take immediate action for personnel who neglect their lawn. Ensure Area Coordinators do not use threatening statements in their flyers. Inform unit when contractor work is to be done especially where spouses work to ensure work is done when scheduled.*

*(Army, E-6, Schofield Barracks, Male, first assignment, Schofield Barracks)*

*Bright and more street lighting. More yard inspections—enforce standards. Outdoor lighting for enlisted housing areas, officer houses have outdoor lighting. Spray housing areas for pests on*



*regular basis, mosquitoes, and flies are menacing. Self-help Store should always have flowers and shrubs to provide to us. Very poor in that area! Don't like having an open base to public.*

*(Air Force, E-6, other, Male, first assignment, Wheeler Army Airfield)*

*Ceiling fans should be installed in all major living areas and bedrooms in all nonair-conditioned houses. Bathrooms should have ventilation fans. Self-help Store should open before 11 a.m.—preferably by 0730. Lawn inspections should be more realistic for climate—note strongly enforced just because Gen. McPeak visits. All houses should have dead-bolt and slide locks on exterior doors. Windows should be able to be secured better. Street sweepers should not be coming by at 0730 on weekends. Pest (i.e., ants, centipedes, roaches, etc.) should be better controlled—professional exterminator should make routine visits to housing. Base should conduct more area fumigations, e.g. mosquito fog.*

*(Air Force, O-4, Camp Smith, Male, not first assignment, Hickam Air Force Base)*

*Loaner furniture should be allowed to be picked up in partial pick ups. Kitchen cabinets need to be deeper into the wall. Sponsors should be taught how to be sponsors, then tested, and members questioned about sponsor's act. When checking into housing, we should be given a list of all items Self-help carries. It should be much easier for the purchase of auto insurance for members who drive autos of other family members with power of attorneys, such as father/fathers-in-law, etc. Maintenance should be responsible for removals of unwanted bushes, etc. by housing occupants, but not replanting. When maintenance work is to be done, exact dates should be given to occupants. The PX should be at least 3 times larger, with a toy store and furniture store separate like Hickam AFB. Fencing should be mandatory around all parks. Air conditioning should be installed equally in every housing unit. Every unit should also have bigger porches; front, side, and back. Occupants of units should have the option to paint interior walls and ceilings, and leave them painted when moving out.*

*(Marine Corps, E-5, Kaneohe Bay, Female, first assignment, Kaneohe)*

*Local survey of occupants as to upgrades of quarters needed. Local plan of upgrades published. Treat customers as such, not as captive audience. This type of survey needed for moving household goods (DoD wide)!! Publish information on how civilian quarters are registered at housing office. (Also housing office representatives should preview all civilian quarters before listing and establishing rating system.)*

*(Marine Corps, W-4, Kaneohe Bay, Male, not first assignment, Kaneohe)*

*I believe an all female weight room/gym should be erected. It is reprehensible for a happily married wife to go to a gym filled with single men to be hit on. My active duty husband is completely uncomfortable with the idea of his wife going to a gym/weight room filled with nothing but single men.*

*(Marine Corps, E-5, Kaneohe Bay, Male, first assignment, Hana Like (Section 802))*



**Appendix F**  
**Survey Frequencies**

## Survey Frequencies

Table F-1 presents summary information of the response frequencies of the comments on the Survey tabulated according to category.

**Table F-1**

### Summary of Response Frequencies According to Category

Category Name	Response Frequency
<b>Survey</b>	
Positive	6
Negative	17
<b>Total</b>	<b>23</b>

Table F-2 presents summary information of the response frequencies of the comments on the Survey tabulated according to Housing area. Only those Housing Areas represented by a comment are listed.

**Table F-2**

### Summary of Response Frequencies According to Housing Areas

Housing Area	Response Frequency
Aliamanu	3
Camp Stover	2
Hana Like (Section 802)	1
Hickam AFB	3
Hokulani	2
Iroquois Point	6
Kaneohe	1
Lualualei	1
Miller Park	1
NCTAMAEASTPAC	1
TAMC	1
Wheeler Army Airfield	1
<b>Total</b>	<b>23</b>

Note. Hickam AFB = Hickam Air Force Base, NCTAMSEASTPAC = Naval Computer Telecommunications Area Master Station Eastern Pacific, TAMC = Tripler Army Medical Center.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, is it their first assignment in Hawaii, and in which housing area they reside.

## Positive

*Our kudos to the pioneers of this questionnaire. This allowed us the opportunity to have our voices heard especially if we cannot attend our monthly community meetings due to work schedules or "fatigue." Overall, we are greatly satisfied with our unit and HO services. Hopefully, when we come back to Hawaii, we will see one of our recommendations implemented. Keep up the good job!*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Miller Park)

*This is a good survey; however, some kind of cross referencing should be done to try to minimize the number of questions.*

(Air Force, E-5, Barbers Point, Male, first assignment, Hickam Air Force Base)

*This is a very good survey. It would be nice to see similar surveys annually.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Iroquois Point)

*We appreciate that a survey is being conducted. We have numerous complaints about military housing in Hawaii, but have found that when someone complains to the housing office, they are treated even worse.*

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Iroquois Point)

*I don't think our survey answers are reflective of the "usual" military housing. Lualualei is a beautiful housing area. Many of the responses therefore will be different than from other housing areas. It is a great place to live. Why, when we are given such spacious yards are people not made to take care of them? Many people allow their grass to either die (very common) or become overgrown, detracting from the beauty of the base and the quality of the neighborhood.*

(Navy, E-9, Barbers Point, Male, first assignment, Lualualei)

*Request the results be provided in an "ALNAV" or at least to all Navy commands/bases in Hawaii.*

(Navy, E-5, other, Male, first assignment, NCTAMSEASTPAC)

## Negative

*This survey was far too long!*

(Navy, E-8, other, Male, not first assignment, Camp Stover)

*I feel that if I'm going to take the time to fill out this survey, then I feel that you should take this survey and update these questions so they actually relate to today's problems. Also, why do you ask so many questions on one topic, for example Question #16-20. All tell the same information, but four times in different ways. For example Question #17 asks how long I was on waiting list for housing?, then Question #19 asks if I ever lived in civilian housing? Well, only common sense would tell you that if I were on waiting list for 5 months, then I did live out in civilian housing for 5 months.*

(Navy, E-4, other, Male, first assignment, Camp Stover)

*Some of these questions should be multianswer allowable. Also, there are no questions concerning vehicle maintenance in housing areas.*

(Navy, E-7, other, Male, first assignment, Hokulani)

*Mail boxes are too small to mail this survey in.*

(Navy, E-6, other, Female, not first assignment, Hokulani)

*This survey is too long!*

(Army, O-4, Schofield Barracks, other, first assignment, Iroquois Point)

*Survey is entirely too long and tedious to complete!*

(Navy, O-5, Naval Base Pearl Harbor, Female, first assignment, Iroquois Point)

*You've got to be kidding with this survey—pages and pages of redundant, self-serving questions with complex, hard-to-mark answers. I spent 35 minutes on it and am not yet 1/2 done. I don't think that wasting more time on this survey will provide you with any useful information (or will materially improve the conditions of the housing areas).*

(Navy, O-5, Barbers Point, Male, not first assignment, Iroquois Point)

*This questionnaire is too long—so long, the service member would not fill it out. I retrieved it out of the trash. I also did not answer all the questions, because many were duplicates and monotonous.*

(Navy, O-3, Barbers Point, Female, first assignment, Iroquois Point)

*This survey is too long and does not cover all areas,—enforcement of nonoperating vehicles in government quarters not being ticketed, monitoring of government quarters for abuse of watering grass and streets, monitoring of abuse of electricity such as not running outside lights "all day" when occupant is present in quarters.*

(Army, E-7, Schofield Barracks, Male, first assignment, Aliamanu)

*This questionnaire is too long.*

(Navy, E-7, Naval Base Pearl Harbor, Male, not first assignment, Aliamanu)

*We have friends in other military branches that did not get this survey. I assume this is a random survey and that, to me doesn't accurately get everyone's opinion.*

(Army, O-2, Schofield Barracks, blank, first assignment, Aliamanu)

*Survey is too long or at least seemed long! Some of the questions were vague and I am not sure they are going to give you what you want. You might consider having some of your enlisted staff field the questionnaire before sending it out.*

(Army, E-6, Tripler Army Medical Center, Male, first assignment, Tripler Army Medical Center)

*This was a good survey but too long!*

(Air Force, E-6, Hickam Air Force Base, Male, first assignment, Wheeler Army Airfield)

*This survey should be given within three months of quarters assignment or at final out processing.*

(Air Force, E-8, Hickam Air Force Base, Male, first assignment, Hickam Air Force Base)

*For a survey instrument of this length, it is far too complex. Need to have "yes" and "no" blocks for many items.*

(Air Force, O-4, Hickam Air Force Base, Barbers Point, first assignment, Hickam Air Force Base)

*We fill out a large number of surveys for housing every year. So far, none of them have done any good. Why not just save your money and my time.*

(Marine Corps, W-4, Kaneohe Bay, Male, not first assignment, Kaneohe)

*These surveys are too long. I don't think they will make a difference anyway.*

(Marine Corps, E-5, Kaneohe Bay, Male, first assignment, Hana Like (Section 802))

**Appendix G**  
**Satisfied Frequencies**



## Satisfied Frequencies

Table G-1 presents summary information of the response frequencies of comments made by personnel expressing satisfaction with their housing situation tabulated according to category.

**Table G-1**

### Summary of Response Frequencies According to Category

Category Name	Total Response Frequency
Satisfied	30

Table G-2 presents summary information of the response frequencies of comments made by personnel expressing satisfaction with their housing situation tabulated according to the Housing Area. Only those Housing Areas represented by a comment are listed.

**Table G-2**

### Summary of Response Frequencies According to Housing Areas

Housing Area	Response Frequency
Aliamanu	2
Camp Stover	1
Catlin Park	1
Ford Island	2
Halawa	1
Hale Moku	1
Halsey Terrace	3
Helemanu	1
Hokulani	1
Hospital Point	1
Iroquois Point	2
Kaneohe	1
KMC	1
Little Makalapa	1
Makalapa	1
Maloelap	1
Marine Barracks	1
Mendonca Park	2
NCTAMSEASTPAC	1
Pearl City Peninsula	2
TAMC	1
Wheeler Army Airfield	2
<b>Total</b>	<b>30</b>

Note. KMC = Kilauea Military Camp, NCTAMSEASTPAC = Naval Computer Telecommunications Area Master Station Eastern Pacific, TAMC = Tripler Army Medical Center.

**Sample Comments:** Each comment is followed by a description of the source of the comment. For example: the branch of service, grade, work site, gender, is it their first assignment in Hawaii, and in which housing area they reside.

## Positive

*Overall, my housing area is satisfactory, could be better, could be worse. Good luck!*  
(Navy, E-4, other, Male, first assignment, Camp Stover)

*I am leaving the islands after a three year tour. I will have great memories of my time on Oahu. The small problems related to security (rape, car theft, vandalism) were few and far between. However they left an impression to be cautious. My particular housing area and house unit was great. Although I wish the ground crew would have refinished the basketball courts with new paint and new backboards. Those of us in the neighborhood were always putting up new nets and even painted what we could. Anyway, great place! You may want to consider central air conditioning though.*

(Navy, E-7, other, Male, first assignment, Catlin Park)

*Overall, the housing is great. The few emergency calls we have made have been answered promptly.*

(Navy, O-5, Naval Base Pearl Harbor, Male, first assignment, Ford Island)

*The navy housing area on Ford Island, although unique, is the best housing facility I've ever lived in. Although the units are quite old and worn down, the security, community involvement, and the housing office supervisor for our area has been outstanding! Security interacts with the community—talks to people (interaction!). Learns names, and provides training on security issues. Bravo Zulu!*

(Navy, O-2E, Naval Base Pearl Harbor, Male, first assignment, Ford Island)

*Community has established a committee to discuss housing issues, improvements, methods to increase revenues for housing parties and children functions, etc. I don't know if this happens elsewhere, however, its impact on my family and living environment cannot be measured.*

(Navy, E-6, Naval Base Pearl Harbor, Male, not first assignment, Hale Moku)

*Halawa Housing is excellent!! We are overall very satisfied! Thank you! Overall, we are pleased with the housing office staff. In particular, the inspector.*

(Navy, E-5, Naval Base Pearl Harbor, Male, not first assignment, Halawa)

*We had trouble contacting our housing staff to answer questions. Overall, we are pleased with military housing.*

(Navy, O3, other, Male, blank, Halsey Terrace)

*My comments are candid but I do like where I live. My complaints are valid to me and maybe to others. Both my husband and I recognize the benefit of housing and would like to thank you for a nice place to live. In general, our housing has been excellent. We like where we live.*

(Navy, E-6, other, Male, first assignment, Halsey Terrace)

*Overall, my wife and I are extremely pleased with housing which was offered 4 days after arrival from duty station in Japan. My wife and I particularly like our location.*

(Navy, E-7, other, Male, first assignment, Halsey Terrace)

*The move from San Diego to HI was the smoothest move I have seen. The staff at Pearl Harbor Housing was extremely helpful and went out of their way to ensure we received the housing we requested.*

(Navy, E-8 other, Male, not first assignment, Hokulani)

*Hospital Point is a beautiful and safe housing area that fully meets my family's needs. However, the houses have not been maintained very well over the years and are showing signs of serious structural flaws that may render some uninhabitable in the future. Electrical systems are inadequate and most homes have severe termite infestation and plumbing problems. Many homes need to be painted outside. Repairs are made in response to individual complaints. I think you should look into developing a master plan to upgrade Hospital Point housing in order to preserve it for use in the future.*

(Navy, O-6, Camp Smith, Male, first assignment, Hospital Point)

*Overall, we are satisfied with our housing. One exception, we have termite damage. TAD came out July '92, confirmed termites and damages. Nothing done. Housing inspectors came out June '93, confirmed termites and damage. Nothing done to date. Meanwhile, I (we) had termite damaged walls plus damage (holes in wall) from inspection. Our homes were recently painted, July '93, but our interior has (once again) termite damage.*

(Navy, E-2, Naval Base Pearl Harbor, Male, first assignment, Little Makalapa)

*Enjoy living in Makalapa housing. It appears difficulties have been resolved in painting exteriors of units. This will alleviate degraded appearance caused by peeling paint.*

(Navy, O-5, Naval Base Pearl Harbor, Male, first assignment, Makalapa)

*I am very satisfied with my housing in Makalapa (2 br single). I am dissatisfied with the response of the inspectors to my request for assistance in replacing my lanai roof (which I had installed at my own expense upon moving in) after it was destroyed in Hurricane Iniki (Sept. 1992). (Cost me over \$450 to build two roofs).*

(Navy, O-5, Camp Smith, Male, first assignment, Makalapa)

*Overall, we are very happy with our quarters and neighborhood. Actually, I find the quarters and the housing office the most helpful of any housing office we've dealt with on the mainland. We have lived in Marine Corps quarters and Army and Navy quarters on the mainland, and the housing office and staff are not very polite or helpful and we generally had problems trying to have problems repaired. This is our second tour in Hawaii. And we have never encountered any*

*problems with the housing office or staff. I've only met one rude person, in 1987 (Hale Moku quarters) and he was the housing manager, and I guess he was just having a bad day. Thank you for a job well done.*

(Marine Corps, E-6, Naval Base Pearl Harbor, Male, not first assignment, Marine Barracks)

*Overall, the housing is fantastic. My 20 years in the Navy and in housing has been good.*

(Navy, E-8, other, Male, first assignment, NCTAMSEASTPAC)

*I truly enjoy the E6 and above housing areas. I briefly lived in such housing in San Diego and enjoyed living among people in my own age group/maturity. Military (Navy) housing has the potential to be a much better place to reside!*

(Navy, E-6, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)

*Overall, we've been satisfied with OCFH services, except for—TLA Administration. Too complicated, too many different offices, too much running around to satisfy requirements on a weekly basis.—Loss of sentry at housing area entrance. Major weakness in security; perception is now that anyone has right of way into area.—Condition of kitchen and windows in unit. Kitchen cabinets/counters old; need replacing. Window frames not properly sealed; pests are a major headache.*

(Navy, O-3, Naval Base Pearl Harbor, Male, first assignment, Pearl City Peninsula)

*Things I like: Overall effectiveness of the housing office at Barbers Point. Loaner furniture. Government appliances (washer, dryer, etc.) in quarters. Good security at Iroquois Point. The Self-help program at Barbers Point. The overall effectiveness of the government housing program.*

(Navy, O-5, other, Male, first assignment, Iroquois Point)

*We just moved from Hawaii and we enjoyed the islands greatly! We enjoyed it because we got away from the base and mixed with locals. I believe the military needs to stress noncultural differences vs. the cultural shock one might experience. It is a big move, but it is a safe, friendly destination. It is expensive, but there isn't a need for lots of closets, shoes, grooming supplies or household goods. Let new comers know that slippers, a rice cooker, a few t-shirts, and a good attitude will make Hawaii reasonable.*

(Navy, O-3, Barbers Point, Female, first assignment, Iroquois Point)

*We are satisfied with our living quarters on AMR. The biggest problem is pet owners (dogs) not picking up after themselves.*

(Army, O-3, Tripler Army Medical Center, Male, first assignment, Aliamanu)

*I was opposed to living in government quarters, until I seen AMR. Gosh, I love it wish I wasn't PCS'ng next year. AMR give yourself a pat on the back. Thanks for making my stay in Hawaii comfortable. Orrah!*

(Marine Corps, E-5, Kaneohe Bay, Female, first assignment, Aliamanu)

*Although we are no longer stationed in Hawaii, this is an overall opinion on the time we spent there. We were very satisfied with all services that were provided during our time there, and really see no major changes needed.*

(Army, E-5, other, Male, first assignment, Tripler Army Medical Center)

*We really enjoy living at Helemano Military Reservation. My son is handicapped and modifications (bars) were completed quickly and correctly. However, we were told by his doctor that we would need gov't installed air conditioning in our unit because of his lung disease. However, the Housing Office told us that they ran out of money and couldn't install it!! Unbelievable! All appeals were ignored so we were able to borrow one for his room for a short period of time. I feel it should have been taken care of when we first moved in. After all, it is a serious problem, not just one of comfort. I am very happy we received quarters so quickly (3 weeks). However, if steps were taken prior to arriving to Hawaii (i.e., EFMP prior screening) we could have moved in immediately; saving the gov't 3 weeks of TLA. This should be studied for further moves. Self-help supplies are always low or nonexistent, especially gardening and pest control items.*

(Army, E-5, Schofield Barracks, Male, first assignment, Helemano)

*We love living in our family housing. I notice you didn't have a question asking on the workers at Self-help. Well, we live in KMCAS and I am very satisfied with the help and service provided at Self-help. A very friendly, welcome and helpful atmosphere. I wanted everyone to know the excellent work they do!*

(blank, blank, Miller Park, Female, first assignment, Kaneohe)

*Overall, Wheeler housing is excellent. Particularly impressed with service at Self-help Store. The folks there are out to help—it's appreciated.*

(Air Force, O-6, Camp Smith, Male, first assignment, Wheeler Army Airfield)

*The housing unit we are residing currently is one of the "best" in my entire military career (11 years). One minor suggestion, more staff in DPW may be helpful when residents called for work order. The average time I was put on hold when I place work order calls were about 5 minutes or longer. Thank you for doing a super job!!*

(Air Force, E-5, Wheeler Army Airfield, Female, first assignment, Wheeler Army Airfield)

*Each time a maintenance call was made, we have received excellent work. The workers are always polite and helpful.*

(Marine Corps, E-5, Kaneohe Bay, Male, first assignment, Kaneohe)

*Mendonca Park is a wonderful housing area! (I do wish we had a gate guard during the evening hours.) Our area mayor is doing a great job making Mendonca Park a better community!*

(Army, E-6, Schofield Barracks, Male, first assignment, Mendonca Park)

*Mendonca Park housing is the best we've seen here in Hawaii! We love our quarters and wouldn't move into any other quarters. It's a quiet and peaceful and beautifully small community.*

(Army, E-5, Camp Smith, Male, not first assignment, Mendonca Park)

## **Appendix H**

### **Acronyms Found in Report**

## **Acronyms Found in Report**

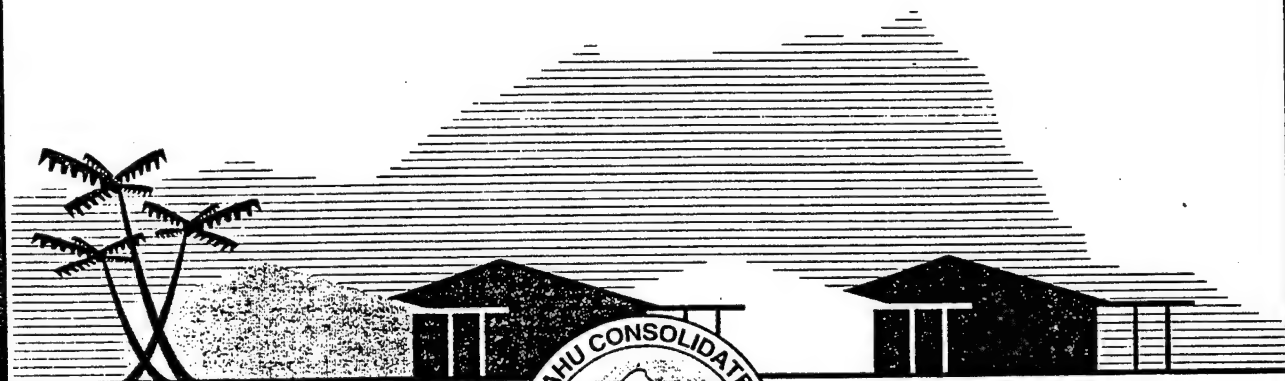
AFB	Air Force Base
AMR	Ala Moana Reservation
ASAP	As Soon As Possible
BMAR	Backlog of Maintenance and Repairs
CFHR	Community Family Housing Representative
CHRRS	Community Home Finding Referral and Relocation Service
COT	Consecutive Overseas Tours
DOD	Department Of Defense
EFMP	Exceptional Family Member Program
EML	Emergency Medical Leave
HECO	Hawaii Electric Company
KMC	Kilauea Military Camp
MCAS	Marine Corps Air Station
MP	Military Police
NAVPERSRANDCEN	Navy Personnel Research and Development Center
NCTAMAEASTPAC	Naval Computer Telecommunications Area Master Station Eastern Pacific
NCOIC	Non-Commissioned Officer in Charge
PACAF	Pacific Air Forces
PCS	Permanent Change of Station
PMS	Periodic Maintenance Schedule
PWC	Public Works Center
TAMC	Tripler Army Medical Center
TLA	Temporary Lodging Allowance
TQL	Total Quality Leadership
VHA	Variable Housing Allowance
WAAF	Wheeler Army Airfield



## **Appendix I**

### **Survey of Military Families Residing on Base Hawaii 1993**

# SURVEY OF MILITARY FAMILIES RESIDING ON BASE HAWAII 1993



SPONSORED BY  
OAHU CONSOLIDATED FAMILY HOUSING  
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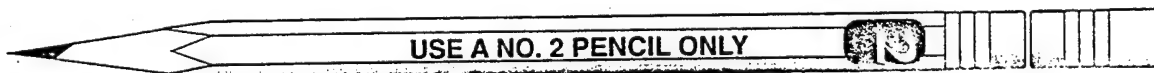
This survey is concerned with how you feel about your assigned government housing and about how well you are being served by the Oahu Consolidated Family Housing (Provisional) staff and those of related agencies. Your satisfaction is very important to us, and to improve our services to you, we need your opinions and comments. Please answer each question as carefully and frankly as possible. And thank you for assisting us in our quality improvement efforts.

### Privacy Act Statement

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purposes and uses to be made of the information collected. The Navy Personnel Research and Development Center may collect the information requested under the authority of 5 United States Code 301.

The information collected with this questionnaire will be used to evaluate existing and proposed services, procedures, and programs relating to housing.

Providing information in this form is completely voluntary. The information you choose to provide will not become part of your permanent record and will not affect your career in any way. Failure to respond to any questions will not result in any penalties except possible lack of representation in survey results.



- \* USE NO. 2 PENCIL ONLY
- \* Please DO NOT use ink, ballpoint, or felt tip pens.
- \* Erase cleanly and completely any changes you make.
- \* Make black marks that fill the circle.
- \* Do not make stray marks on the form.

CORRECT MARK: ●  
INCORRECT MARK: ◌ ◌ ◌ ◌

#### EXAMPLE

1. What is your favorite color?

Purple	Green	Blue	Red
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

#### EXAMPLE

2. What is your gender?
- ☐ Male
- ☒ Female

- \* Write the numbers in the boxes at the top of the block.
- \* Fill in the corresponding circles below.

#### EXAMPLE

3. What is your time in service?

Years	
1	9
0	0
<input checked="" type="radio"/>	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	<input checked="" type="radio"/>

Who is answering this questionnaire?

- ☐ Service member  
☐ Spouse  
☐ Both service member and spouse

**NOTE:**

1. "Spouse" = civilian dependent spouse.  
2. For dual military families:  
"Service member" = higher ranking member  
"Spouse" = lower ranking member

**SERVICE MEMBER PERSONAL  
AND CAREER INFORMATION**

**NOTE: THIS INFORMATION REFERS TO THE  
SERVICE MEMBER, OR THE SENIOR MILITARY  
PERSON IN A DUAL MILITARY FAMILY**

**1. What branch of the service are you in?**

- ☐ Army  
☐ Navy  
☐ Air Force  
☐ Marine Corps  
☐ Coast Guard

**2. What is your pay grade?**

- |                           |                            |                            |
|---------------------------|----------------------------|----------------------------|
| <input type="radio"/> E-1 | <input type="radio"/> W-1  | <input type="radio"/> O-1  |
| <input type="radio"/> E-2 | <input type="radio"/> W-2  | <input type="radio"/> O-2  |
| <input type="radio"/> E-3 | <input type="radio"/> W-3  | <input type="radio"/> O-3  |
| <input type="radio"/> E-4 | <input type="radio"/> W-4  | <input type="radio"/> O-4  |
| <input type="radio"/> E-5 | <input type="radio"/> W-5  | <input type="radio"/> O-5  |
| <input type="radio"/> E-6 |                            | <input type="radio"/> O-6  |
| <input type="radio"/> E-7 |                            | <input type="radio"/> O-7  |
| <input type="radio"/> E-8 | <input type="radio"/> O-1E | <input type="radio"/> O-8  |
| <input type="radio"/> E-9 | <input type="radio"/> O-2E | <input type="radio"/> O-9  |
|                           | <input type="radio"/> O-3E | <input type="radio"/> O-10 |

**3. What is your time in service?**

- ☐ Less than 1 year

Years	
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

**4. What is your current work site?**

- ☐ Naval Base Pearl Harbor  
☐ Fort Shafter  
☐ Schofield Barracks  
☐ Kaneohe Bay  
☐ Barbers Point  
☐ Hickam Air Force Base  
☐ Wheeler Army Air Field  
☐ Bellows Air Force Station  
☐ TAMC  
☐ Camp Smith  
☐ Other

**5. What is your gender?**

- ☐ Male  
☐ Female

**6. What is your marital status?**

- ☐ Never been married  
☐ Married  
☐ Separated, divorced  
☐ Widowed

**7. Is your spouse living with you?**

- ☐ No spouse  
☐ Yes  
☐ No

**8. Are any dependent children living with you?**

- ☐ No child(ren)  
☐ Yes  
☐ No

**9. Do you have other dependent relatives?**

- ☐ Yes, living with me  
☐ Yes, living elsewhere  
☐ No

**10. How many dependent family members  
(including your spouse) are living with you?**

- ☐ None, no dependents  
☐ One  
☐ Two  
☐ Three  
☐ Four  
☐ Five  
☐ Six  
☐ Seven  
☐ Eight  
☐ Nine or more

**11. What is your spouse's primary employment situation?**

- ☐ No spouse
- ☐ Military
- ☐ Civil Service
- ☐ Working part time - civilian job
- ☐ Working full time - civilian job
- ☐ Self-employed
- ☐ Unemployed by choice
- ☐ Unemployed, but actively job hunting
- ☐ Unemployed for other reasons (e.g., medical reasons)

**12. When were you assigned a sponsor?**

- ☐ Not applicable, wasn't assigned a sponsor
- ☐ Prior to departure from previous duty station
- ☐ After arrival in Hawaii

**13. Did your sponsor provide information useful to you about housing?**

- ☐ Not applicable, wasn't assigned a sponsor
- ☐ Yes, my sponsor provided accurate and useful housing information
- ☐ No, my sponsor provided information but it was not accurate or useful
- ☐ No, my sponsor provided no housing information at all

**14. Regarding your current period of CONTINUOUS time in Hawaii, when did you arrive?**

- ☐ Before Oct 83
- ☐ Oct 83 - Sep 85
- ☐ Oct 85 - Sep 87
- ☐ Oct 87 - Sep 89
- ☐ Oct 89 - Sep 91
- ☐ Oct 91 - Jan 92
- ☐ Since Feb 92

**15. Is this your first assignment in Hawaii?**

- ☐ Yes
- ☐ No

**16. Regarding your current period of CONTINUOUS time in Hawaii, how long were you in Hawaii when you FIRST APPLIED for government quarters?**

- ☐ Applied within five days of arrival

Months	
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

**17. Regarding your current period of CONTINUOUS time in Hawaii, how long were you on the waiting list before your FIRST OFFER of government quarters?**

- ☐ Less than 1 month

Months	
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

**18. Regarding your current period of CONTINUOUS time in Hawaii, when did you FIRST MOVE into family housing?**

- ☐ Before Oct 83
- ☐ Oct 83 - Sep 85
- ☐ Oct 85 - Sep 87
- ☐ Oct 87 - Sep 89
- ☐ Oct 89 - Sep 91
- ☐ Oct 91 - Jan 92
- ☐ Since Feb 92

**19. Regarding your current period of CONTINUOUS time in Hawaii, have you ever lived in civilian housing?**

- ☐ No (skip to question 21)
- ☐ Yes, for less than six months
- ☐ Yes, for 6 to less than 12 months
- ☐ Yes, for 12 to less than 18 months
- ☐ Yes, for 18 to less than 24 months
- ☐ Yes, for 24 months or more

**20. Prior to your current assignment to government quarters, how long did you reside in civilian housing?**

- ☐ Less than six months
- ☐ 6 to less than 12 months
- ☐ 12 to less than 18 months
- ☐ 18 to less than 24 months
- ☐ 24 months or more

**21. Are you living in government quarters primarily because of the high cost of civilian housing?**

- ☐ Yes
- ☐ No

**22. What is the name of your present housing area?**

- |  |   |
|--|---|
| <input type="radio"/> Camp Smith           | <input type="radio"/> Radford Terrace         |
| <input type="radio"/> Camp Stover          | <input type="radio"/> Red Hill                |
| <input type="radio"/> Catlin Park          | <input type="radio"/> Barbers Point           |
| <input type="radio"/> Miller Park          | <input type="radio"/> Iroquois Point          |
| <input type="radio"/> Ford Island          | <input type="radio"/> Lualualei               |
| <input type="radio"/> Halawa               | <input type="radio"/> Puuloa                  |
| <input type="radio"/> Hale Alii            | <input type="radio"/> West Loch               |
| <input type="radio"/> Hale Moku            | <input type="radio"/> Aliamanu                |
| <input type="radio"/> Halsey Terrace       | <input type="radio"/> Fort Shafter            |
| <input type="radio"/> Hokulani             | <input type="radio"/> TAMC                    |
| <input type="radio"/> Hospital Point       | <input type="radio"/> Helemano                |
| <input type="radio"/> Little Makalapa      | <input type="radio"/> KMC                     |
| <input type="radio"/> Makalapa             | <input type="radio"/> Schofield Barracks      |
| <input type="radio"/> Maloelap             | <input type="radio"/> Wheeler Army Airfield   |
| <input type="radio"/> Manana               | <input type="radio"/> Hickam AFB              |
| <input type="radio"/> Marine Barracks      | <input type="radio"/> Fort Kamehameha         |
| <input type="radio"/> McGrew Point         | <input type="radio"/> Bellows AFS             |
| <input type="radio"/> Moanalua Terrace     | <input type="radio"/> Kaneohe                 |
| <input type="radio"/> NCTAMSEASTPAC        | <input type="radio"/> Hana Like (Section 802) |
| <input type="radio"/> Pearl City Peninsula | <input type="radio"/> Mendonca Park           |

## MILITARY HOUSING AND HOUSING SERVICES

**Please give us feedback on how well we are doing in our job of serving you. All questions apply to your current government quarters.**

**HOUSING OFFICE**

**23. How much do you AGREE or DISAGREE with the following statements?**

- a. Housing office staff shows concern for military families
- b. Housing office staff is polite
- c. Housing office staff is informative
- d. The appearance of the housing office is satisfactory
- e. The housing office seems to be well run (service is fast and reliable)
- f. The time it took to process through the housing office was not a problem
- g. Housing office staff works with family members when the service member is away (deployed or TDY/TAD)
- h. Copies of waiting lists are available at area housing offices
- i. The housing office estimate of when quarters would be available was accurate
- j. The housing office explained housing rules to us
- k. Copies of housing rules are available at area housing offices
- l. Family housing rules are properly enforced
- m. Rules for housing occupants are enforced the same in all housing areas and Armed Forces
- n. Family housing is assigned in a uniform manner
- o. Family housing is assigned in a fair manner
- p. Overall, we are satisfied with housing office services

1

## COMMUNITY HOME FINDING REFERRAL AND RELOCATION SERVICE (CHRRS)

24. How much do you AGREE or DISAGREE with the following statements?

- a. We were given up-to-date, accurate lists of civilian housing when we arrived
- b. We were given maps and school information when we arrived
- c. The housing office offered us information about buying, leasing and contracting for civilian housing
- d. The CHRRS Office at Catlin Park offered us additional information about buying, leasing and contracting for civilian housing
- e. We used the Transportation Assistance Program (TAP)
- f. The TAP was very helpful to us in locating suitable housing
- g. We personally visited the CHRRS office at Catlin Park
- h. Overall, the CHRRS program seems to work well

Strongly Agree  
 Agree  
 Neither Disagree Nor Agree  
 Disagree  
 Strongly Disagree  
 Does Not Apply Or Don't Know

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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### POLICIES AND PROCEDURES

25. How much do you AGREE or DISAGREE with the following statements?

- a. We like the idea of mixing members of different Armed Forces in housing areas
- b. The rule that yards be kept mowed and free of debris is strictly enforced
- c. We like the policy that allows plants put in by occupants to remain at move out
- d. We like the policy that allows some occupant improvements to remain at move out
- e. The "live where you work" policy meets my needs
- f. The "live where you work" policy meets the needs of my spouse
- g. We like the policy limiting the number of pets allowed in quarters to two
- h. Housing policies are applied uniformly without respect to rank or Armed Force
- i. We like the policy limiting the amount of time guests are allowed to reside in quarters
- j. Overall, OCFH(P) policies and procedures meet the needs and wants of family housing residents

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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### OPERATIONS

26. How much do you AGREE or DISAGREE with the following statements?

- a. In general, housing inspectors are polite
- b. In general, housing inspectors are on time
- c. Government cleaning of quarters makes our move-out easier
- d. Poor work by contractors is usually fixed quickly
- e. Housing inspectors use the same standards for everyone
- f. Housing inspection rules are the same for all
- g. Housing inspectors follow up on commitments for quarters repairs
- h. Our trash pick-up service is on schedule
- i. Our trash pick-up service is good
- j. Our housing unit was in good repair when we moved in
- k. Our housing unit was clean when we moved in
- l. We have no problem contacting housing office staff by telephone
- m. We were given phone stickers with work order and emergency numbers
- n. Overall, housing operations that we have observed seem to run smoothly

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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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[illegible]

- 
- A 10x10 grid of circles, arranged in 10 rows and 10 columns. Each circle is empty and intended for a student to place a dot representing a data point.

<p align="center"><b>FEATURES AND FACILITIES</b></p>	
--	--

[illegible]

- [illegible]

29. How much do you AGREE or DISAGREE with the following statements regarding the facilities in your housing area?

- a. We have enough "tot lots" and playgrounds (e.g., swings, etc.) in our area
- b. Our playgrounds are well maintained
- c. Our playgrounds are inspected often enough
- d. Our playgrounds are far enough from roads
- e. We have enough child care and family service facilities in this area
- f. We have enough all-ages recreational facilities (e.g., weight rooms, etc.) available to us
- g. We have enough recreational facilities available for teenagers
- h. There are enough sidewalks in our housing area
- i. Overall, we are satisfied with the facilities in our housing area (e.g., playgrounds, sidewalks, etc.)

Strongly Agree	Agree	Neither Disagree Nor Agree	Disagree	Strongly Disagree	Does Not Apply Or Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### CONVENIENCE

30. Approximately how many miles are your quarters located from your place of duty?

Miles	
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

31. Approximately how many miles are your quarters located from your spouse's work?

- ☐ Does not apply (e.g., no spouse, spouse doesn't work)

Miles	
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

32. Approximately how long does it normally take you to commute from your quarters to work?

Minutes	
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

33. Approximately how long does it normally take your spouse to commute from your quarters to work?

- ☐ Does not apply (e.g., no spouse, spouse doesn't work)

Minutes	
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
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- I-9

## SECURITY AND SAFETY

40. How much do you AGREE or DISAGREE with the following statements?

- a. There are enough patrols in our housing area
- b. We have regular fire inspections in our housing area
- c. We feel that our housing unit is secure
- d. Exterior security lighting is adequate
- e. Speed limits are enforced in our housing area
- f. We feel safer with the self-help security devices that we have installed
- g. Overall, we are satisfied with security and safety in our residence and housing area

Strongly Agree  
 Agree  
 Neither Disagree Nor Agree  
 Disagree  
 Strongly Disagree  
 Does Not Apply Or Don't Know

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## COMMUNICATION

41. How much do you AGREE or DISAGREE with the following statements?

- a. The housing office told us about government-funded storage of excess personal furniture
- b. We feel comfortable about asking questions of the housing people at any time
- c. We have used the Housing Hotline
- d. The Housing Hotline service was helpful when we had a problem
- e. The official housing information we received was useful
- f. The "Aloha Ohana" housing newspaper is informative
- g. We used the Army/Navy/Air Force Times ad to obtain official Hawaii housing information
- h. We got a copy of "The Military Family Preview" through our sponsor
- i. Overall, communication between the housing office and housing residents is good

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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## FINDING HOUSING

42. Through which Housing Office did you process?

- ☐ None
- ☐ Fort Shafter
- ☐ Schofield
- ☐ Barbers Point
- ☐ Pearl Harbor
- ☐ Hickam
- ☐ Kaneohe
- ☐ Other

43. How helpful was your Housing Office in providing the following services?

- a. Help with understanding the local housing market
- b. Transportation to look at housing units
- c. Dealing with the landlord
- d. Reviewing the lease
- e. Help with the utility companies
- f. Overall help finding housing

Very Helpful  
 Somewhat Helpful  
 Not At All Helpful  
 Did Not Use Service  
 Not Provided By the HO  
 Did Not Know Service Available

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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44. How satisfied or dissatisfied are you with the civilian housing units on the Housing Office list?

	Does Not Apply	Very Dissatisfied	Neither Satisfied Nor Dissatisfied	Satisfied	Very Satisfied
a. Number of housing units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Accuracy of information about the housing units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Size of the listed units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Range of rental costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Distance between my duty station and the units listed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Distance between my spouse's work and the units listed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Quality of the units listed (e.g., how well built)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Cleanliness of the units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Outside appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Security in the neighborhoods of the units listed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

45. When you were looking for civilian housing, which form of transportation did you use most often?

- ☐ Does not apply, never looked for civilian housing
- ☐ Own car
- ☐ Sponsor provided transportation
- ☐ Rented a car
- ☐ Used public transportation (e.g., buses, taxis)
- ☐ Realtor provided transportation
- ☐ Friend/family member provided transportation
- ☐ Transportation Assistance Program (TAP)
- ☐ Other (none of the above)

46. How much of a problem was it for you to look for civilian housing without having your own car to use?

- ☐ Does not apply, never looked for civilian housing/had my own car
- ☐ Major problem
- ☐ Minor problem
- ☐ No problem

47. How long did you receive a Temporary Lodging Allowance (TLA) when you arrived in Hawaii?

- ☐ Was not on TLA
- ☐ Less than 1 week
- ☐ 1 to 2 weeks
- ☐ 3 to 4 weeks
- ☐ 5 to 6 weeks
- ☐ 7 to 8 weeks
- ☐ 9 to 10 weeks
- ☐ 11 to 12 weeks
- ☐ 13 weeks or longer

48. Did you have problems with any of the following when you were trying to buy a civilian residence in Hawaii?

- ☐ Does not apply, did not try to buy

- a. Only able to qualify for VA or FHA loans
- b. Unable to qualify for any loan because of the high property value
- c. Unable to buy because of limits on VA or FHA loan amounts
- d. Difficulty qualifying because of low VA or FHA appraisals

Yes	No
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>

49. What BEST describes why you are NOT buying a residence in Hawaii? (Choose one.)

- ☐ Does not apply, I am buying
- ☐ Do not want to because of inflated prices
- ☐ Already own a home elsewhere
- ☐ Do not plan to stay on or return to Hawaii
- ☐ Do not want the responsibility of trying to sell it when I move
- ☐ Can't afford to buy here
- ☐ Poor quality of residences
- ☐ Feel I can get more value for my money outside of Hawaii
- ☐ Only a short time remaining in Hawaii
- ☐ Other

## SELF-HELP PROGRAM

50. How much do you AGREE or DISAGREE with the following statements?

- a. The hours that our Self-Help Store is open are okay
- b. Our Self-Help Store has the items we need
- c. Service is good at our Self-Help Store
- d. We were told about the Self-Help program at check-in
- e. We like having pesticides stocked at the Self-Help Store
- f. We like having shrubs stocked at the Self-Help Store
- g. We like having security items (e.g., chain guards, etc.) stocked at the Self-Help Store
- h. We like having fencing materials available through the Self-Help Store
- i. Wait time for approval/delivery of fencing materials is not a problem
- j. Loaner equipment (e.g., mower, edger, etc.) is usually available
- k. Loaner equipment is in good working condition
- l. Overall, we are satisfied with the Self-Help program

Strongly Agree  
 Agree  
 Neither Disagree Nor Agree  
 Disagree  
 Strongly Disagree  
 Does Not Apply Or Don't Know

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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## TEMPORARY LODGING ALLOWANCE (TLA)

51. How much do you AGREE or DISAGREE with the following statements?

- a. The TLA is extended when needed
- b. The TLA program relieves financial problems for military personnel
- c. The Housing Office maintains a good list of hotels in Hawaii
- d. We had no problem with most of the TLA hotels being located in Waikiki
- e. We received information about TLA before arriving in Hawaii
- f. We were briefed on TLA at the Housing Office
- g. The TLA facility we stayed in was satisfactory (lodging and meals)
- h. The TLA program allowed us adequate time to find suitable civilian housing
- i. Estimates of length of TLA stays during recent major repairs on our military housing have been accurate
- j. Overall, we are satisfied with the TLA program

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## EXCEPTIONAL FAMILY MEMBER PROGRAM (EFM)

52. Does any family member stationed with you qualify as an Exceptional Family Member (EFM), according to the definition for your Armed Force?

- ☐ Yes
- ☐ No (if no, go to question 54))

53. Answer "Yes" or "No" to each of the following questions regarding your Exceptional Family Member (EFM).

- a. Have you taken specific action to have your Exceptional Family Member status recognized since arriving on Oahu, according to the procedures established for your Armed Force?
- b. Does your family member require any special modification to your currently assigned government family quarters to accommodate the condition which qualifies him/her as an EFM?
- c. If your EFM is enrolled AND requires housing modifications, are you satisfied with the government's response to the need for modification(s) and the action(s) taken to make the required changes?
- d. Does your EFM require special housing consideration that does NOT require modification of quarters (e.g., air conditioning)?
- e. If your EFM is enrolled and requires special housing consideration NOT requiring modification of quarters, are you satisfied with the actions taken by the government to meet your special needs?

Yes	No
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**GENERAL SATISFACTION**

54. How much do you AGREE or DISAGREE with the following statements?

- a. We would prefer military over civilian housing even if the costs were not a factor
- b. We prefer our current housing area over any other government housing area in Hawaii
- c. Overall, I am satisfied with our housing unit
- d. Overall, my spouse is satisfied with our housing unit
- e. Our living conditions are having a positive effect on my job performance
- f. Our living conditions are having a positive effect on my military career intentions
- g. My sponsor was very helpful to me when I checked into my command
- h. Overall, we are satisfied with most services provided for our housing needs

Strongly Agree	Agree	Neither Disagree Nor Agree	Disagree	Strongly Disagree	Does Not Apply Or Don't Know
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GENERAL PROBLEMS	
1.	1. The first problem is that the system is too complex and difficult to use.
2.	2. The second problem is that the system is too slow and inefficient.
3.	3. The third problem is that the system is too expensive to maintain.
4.	4. The fourth problem is that the system is too unreliable.
5.	5. The fifth problem is that the system is too insecure.
6.	6. The sixth problem is that the system is too difficult to integrate with other systems.
7.	7. The seventh problem is that the system is too difficult to upgrade.
8.	8. The eighth problem is that the system is too difficult to train users on.
9.	9. The ninth problem is that the system is too difficult to troubleshoot.
10.	10. The tenth problem is that the system is too difficult to document.

[illegible]

- WHAT SHOULD BE DONE TO IMPROVE FAMILY HOUSING**

MAINTENANCE AND REPAIR	
------------------------	--

Strongly agree

Agree

Neither Disagree Nor Agree

Disagree

Strongly Disagree

None

is needed

14

## POLICIES AND PROCEDURES

57. How much do you AGREE or DISAGREE with the following statements?

- a. Both service members and spouses should be required to attend briefings about family housing
- b. Newcomer question and answer sessions on family housing should be held regularly
- c. Housing office staff should give more feedback about how my complaint was resolved
- d. Our housing area needs a local leader (e.g., neighborhood coordinator, senior block occupant, ombudsman)
- e. Pet owners should be required to register their pet(s) with base security
- f. Pet owners not taking their pets should be required to prove that a place has been found for their pets before PCS
- g. A single island-wide waiting list and assignment to first available quarters, regardless of driving distance, is a good idea
- h. Individual quarters should be metered and the occupant charged for utilities consumption

Strongly Agree  
 Agree  
 Neither Disagree Nor Agree  
 Disagree  
 Strongly Disagree  
 Does Not Apply Or Don't Know

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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## SAFETY AND SECURITY

58. How much do you AGREE or DISAGREE with the following statements?

- a. We need rumble strips in our housing area
- b. We need more street and outdoor lighting in our housing area
- c. We need protective fencing around our housing area
- d. We need Neighborhood Watch in our housing area
- e. We need more information on how to do our own quarters security checks
- f. We need better pet control in our housing area
- g. We need more supervision for the children in our housing area

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## SELF-HELP PROGRAM

59. How much do you AGREE or DISAGREE with the following statements?

- a. Residents should be allowed to use any Self-Help Store
- b. Self-Help Stores should hold more classes on self-help maintenance and repairs
- c. Residents should be encouraged to attend Self-Help classes
- d. Attendance at Self-Help classes should be mandatory
- e. Self-Help Stores should provide more take-home instructions on do-it-yourself projects
- f. Self-Help Stores should be open late at least one evening during the week
- g. Self-Help Stores should have a stock of tools to loan for simple Self-Help projects

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## COMMENTS

**Any other comments on our performance, or suggestions for improvements? Please enter in the space provided below any comments you may have. Attach additional sheets if necessary.**

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page or a sheet of stationery. There is no handwriting or other markings on the page.

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**If you have any questions, please call Dr. Herb Baker  
DSN 553-7639 or (619) 553-7639**

Please put the survey in the pre-addressed envelope and return within 10 days to:



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